

INTISARI

Setiawan, Y., 2023, Analisis Tingkat Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Laboratorium Patologi Klinik Di RSUD Dr. Moewardi Surakarta, Skripsi, Program Studi D4 Analisis Kesehatan, Fakultas Ilmu Kesehatan, Universitas Setia Budi Surakarta.

Pelayanan laboratorium sangat penting dalam berperan menambah kualitas pelayanan kesehatan bagi masyarakat. Tingkat kepuasan ialah hasil nilai dari membandingkan antara pelayanan yang didapatkan dengan yang diharapkan. Kepuasan pasien dapat diukur dengan beberapa aspek kualitas pelayanan yaitu sarana fisik, keandalan, daya tanggap, jaminan, dan empati. Tujuan dilakukan penelitian ini ialah untuk mengetahui tingkat kepuasan pasien rawat jalan serta dimensi yang berpengaruh tingkat kepuasan yang mendapat pelayanan Laboratorium Patologi Klinik di RSUD Dr. Moewardi.

Pengambilan data dilaksanakan Bulan Mei 2023. Data diperoleh dengan kuesioner yang pernyataannya telah diuji validitas dan reliabilitas. Pengumpulan sampel dilaksanakan menggunakan cara *purposive sampling* kepada 100 responden yang menerima pelayanan Laboratorium Patologi Klinik di RSUD Dr. Moewardi. Analisa data digunakan *customer satisfaction index* (CSI) untuk memperoleh tingkat kepuasan pasien secara keseluruhan dengan memperhitungkan tingkat kepentingan dari setiap pernyataan yang ada. Dari data yang telah didapat nilai kepuasannya, kemudian dikelompokkan ke dalam kategori tingkat kepuasan yang sesuai.

Hasil penelitian menyatakan bahwa tingkat kepuasan pasien terhadap pelayanan Laboratorium Patologi Klinik di RSUD Dr. Moewardi sebesar 87,60% menunjukkan kategori sangat puas dengan rincian pada tiap dimensi yaitu dimensi sarana prasarana sebesar 83% (sangat puas), dimensi keandalan sebesar 85,25% (sangat puas), dimensi daya tanggap sebesar 86% (sangat puas), dimensi jaminan sebesar 96,50% (sangat puas), dimensi empati sebesar 87,25% (sangat puas).

Kata kunci : tingkat kepuasan pasien, pelayanan laboratorium

ABSTRACT

Setiawan, Y., 2023, Analysis Of Outpatient Satisfaction Level Of Clinical Pathology Laboratory Services In RSUD Dr. Moewardi Surakarta, Thesis, Health Analyst D4 Study Program, Faculty Of Health Sciences, Setia Budi University, Surakarta.

Laboratory services are very important in playing a role in increasing the quality of health services for the community. The level of satisfaction is the result of the value of comparing the services obtained with those expected. Patient satisfaction can be measured by several aspects of service quality, namely tangible, reliability, responsiveness, assurance, and empathy. The purpose of this study was to determine the level of outpatient patient satisfaction and the dimensions that influence the level of satisfaction receiving Clinical Pathology Laboratory services at RSUD Dr. Moewardi.

Data collection was carried out in May 2022. Data was obtained using a questionnaire which had previously been tested for validity and reliability. Sampling was carried out by purposive sampling to 100 respondents who received Clinical Pathology Laboratory services at RSUD Dr. Moewardi. Data analysis used the customer satisfaction index (CSI) to determine the overall level of patient satisfaction by looking at the level of importance of each statement. From the data that has been obtained, the satisfaction value is then grouped into the appropriate satisfaction level category.

The results of the study stated that the level of outpatient satisfaction with clinical pathology laboratory services at the RSUD Dr. Moewardi was 87.60%, indicating a very satisfied category with details on each dimension, namely the tangible dimension of 83% (very satisfied), the reliability dimension of 85,25% (satisfied), responsiveness dimension of 86% (very satisfied), assurance dimension of 96,50% (very satisfied), empathy dimension of 87,25% (very satisfied).

Key words : level of patient satisfaction, laboratory services