

Analisis hubungan persepsi dimensi kualitas pelayanan kesehatan dengan kepuasan pasien Askes di Puskesmas Sukasari kota Tangerang =
Analysis relationships of perception health care quality dimension with Askes's patient satisfaction at Sukasari health center in Tangerang city

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Abstrak

Tesis ini membahas hubungan antara persepsi dimensi kualitas pelayanan kesehatan dengan kepuasan pasien Askes di Puskesmas Sukasari di Kota Tangerang. Penelitian ini dilakukan karena peneliti melihat adanya penurunan kunjungan pasien Askes pada tahun 2012. Penelitian ini merupakan penelitian observasional dengan desain longitudinal. Teori yang digunakan untuk melihat dimensi kualitas adalah teori Cronin and Taylor (1992) yang terdiri dari lima variabel yaitu tangible, reliability, responsiveness, assurance, dan empathy. Hasil penelitian menunjukkan bahwa dimensi kualitas yang signifikan berhubungan dengan kepuasan adalah tangible, reliability, responsiveness, assurance, dan empathy dimana tangible adalah variabel dimensi kualitas yang paling kuat hubungannya dengan kepuasan.

Berdasarkan hasil penelitian, peneliti menyarankan agar puskesmas meningkatkan kenyamanan pasien dengan meningkatkan fasilitas yang ada, meningkatkan kedisiplinan jadwal pelayanan, meningkatkan kesiapan dokter dan perawat, serta meningkatkan keterampilan perawat. Dinas Kesehatan perlu upaya peningkatan pembinaan kedisiplinan dan meningkatkan pelayanan puskesmas Sukasari menjadi rawat inap serta PT Askes perlu upaya peningkatan pelayanan dengan memberikan informasi hak dan kewajiban peserta Askes dan memfasilitasi program-program pencegahan di puskesmas lain di Kota Tangerang.

.....This thesis explores the relationship between perceptions of the dimensions of quality of health care at the health center patient satisfaction Askes Sukasari Tangerang City. This research was conducted because researchers saw a decrease in patient visits in 2012 Askes. This study is an observational study with a longitudinal design. Theory that used to see the dimensions of quality is the theory of Cronin and Taylor (1992) which consists of five variables: tangible, reliability, responsiveness, assurance, and empathy. The results showed that the quality dimension significantly related to satisfaction is tangible, reliability, responsiveness, assurance, empathy and tangible is the variable dimension quality where the most powerful relationship with satisfaction.

Based on this study, the researcher suggests the health center to improve their Askes patients' satisfaction through their Public Health Care Services by improving their facility, improving discipline in their service schedule, improving the responsiveness of the doctors and nurses, and improving the skills of their nurses. Based on this study, the researcher suggests the health center to improve their Askes patients' satisfaction through their Public Health Care Services by improving their facility, improving discipline in their service schedule, improving the responsiveness of the doctors and nurses, and improving the skills of their nurses. Health Department needs to increase efforts to prove service discipline and coaching clinic Sukasari be hospitalized. PT Askes need to improve services by providing information rights and obligations of participants and facilitate prevention programs in other health centers in the city of Tangerang.