

Perbandingan kepuasan pasien jemaah haji berdasarkan status akreditasi dan ISO Puskesmas di Provinsi DKI Jakarta = The comparison of patient satisfaction hajj pilgrims based on accreditation and ISO in primary Health Center Province DKI Jakarta

Enny Nuryanti, author

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Abstrak

ABSTRAK

Akreditasi Puskesmas dan ISO Pemeriksaan Kesehatan Haji adalah alat untuk meningkatkan mutu pelayanan kesehatan haji di puskesmas. Kenyataannya belum diketahui tingkat kepuasan pasien jemaah haji berdasarkan status akreditasi dan ISO Pemeriksaan Kesehatan Haji puskesmas di Provinsi DKI Jakarta.

Penelitian ini menggunakan metode penelitian kuantitatif dengan rancangan cross sectional. Sampel diambil dengan Estimasi Proporsi Sampel Acak Stratifikasi 154 pasien jemaah haji pada 4 kategori puskesmas. Pengumpulan data dengan menggunakan kuesioner. Data dianalisis dengan uji anova dan dilengkapi dengan analisis diagram kartesius.

Hasil penelitian menunjukkan ada perbedaan rata-rata kepuasan pasien jemaah haji diantara keempat kategori puskesmas ($p=0.0005$) dimana rata-rata kepuasan tertinggi adalah puskesmas terakreditasi, selanjutnya puskesmas tersertifikasi ISO Pemeriksaan Kesehatan Haji, puskesmas terakreditasi dan tersertifikasi ISO Pemeriksaan Kesehatan Haji dan puskesmas belum terakreditasi dan belum tersertifikasi ISO Pemeriksaaan Kesehatan Haji. Perlu adanya akreditasi pada semua puskesmas dan bagi puskesmas yang telah terakreditasi terus meningkatkan perbaikan pada aspek pelayanan di kuadran A.

ABSTRACT

Accreditation of Primary Health Center and ISO Hajj Health Examination are tools to improve Hajj health service quality. The reality is not yet known the level of patient satisfaction of pilgrims based on accreditation and ISO Hajj Health Examination primary health center in DKI Jakarta Province.

This research used quantitative research method with cross sectional design. Samples were taken by Random Sample Stratification Proportion Estimated of 154 hajj pilgrims in four categories of primary health center. Data collection used questionnaire. Data was analyzed by ANOVA test and completed with Cartesian diagram analysis.

The result of the research showed that there was a difference of average of satisfaction in patient pilgrims among the four categories of health centers ($p = 0.0005$) in which the highest average of satisfaction was the health center accredited, then health center certified ISO Hajj Medical Examination , health center accredited and certified ISO Medical Examination Hajj and health centers have not been accredited and has not been certified ISO Hajj Health Examination. The need for accreditation at all primary health centers and accredited primary health centers keep continuous improvement the service aspect in quadrant A.