

Analisis kepuasan pasien rawat jalan puskesmas di kabupaten Padang Pariaman tahun 2004

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Abstrak

Pemerintah telah melekukan berbagai upaya untuk meningkatkan pelayanan kesehatan dasar dengan tujuan mewujudkan derajad kesehatan yang optimal. Berbagai upaya telah dilakukan. Salah satunya program Quality Assurance (QA) yang dilaporkan telah berhasil meningkatkan kepuasan pasien dan kepatuhan petugas dalam pnatalaksanaan penderita sampat 90 %. Namun dengan berakhinya program QA dipenghujung tahun 2000, berdampak pada penurunan kualitas pelayanan dan kepuasan pasien.

Menurunnya jumlah pengunjung puskesmas di Kabupaten Padang Panaman beberapa tahun terakhir int mungkin disebabkan rendahnya kepuasan pasien terhadap pelayanan di puskesmas. Penelitian ini bertujuan untuk mendapatkan gambaran kepuasan pasien puskesmas dan hubungannya dengan karakteristik umur, jenis kelamin, pendidikan, pekerjaan, dan kualitas pemeriksaan. Jenis penelitian adalah cross sectional. Responden yang diwawancara adalah 100 pasien Puskesmas Kabupaten Padang Pariaman, menggunakan analisa univariate, bivariate dan multivariate. Penelitian dilaksanakan pada 9 Februari sampai 19 Maret 2004. Pengukuran kepuasan dilakukan dengan mengeunakan median sebagai cui of point.

Hasil penelitian memperlihatkan pasien yang puas terhadap pelayanan puskesmas sebesar 57,0 % sedangkan yang tidak puas 47 %. Kepuasan paling tinggi ditemukan terhadap kondisi lingkungan (82%), paling rendah terhadap pelayanan di poliklinik (55,0%) dengan kualitas pemeriksaan yang baik di poliklinik hanya sebesar 28 %. Dengan demikian kepuasan tersebut lebih banyak di tunjang oleh kondisi lingkungan, bukan oleh pelayanan di poliklinik.

Dari analisis bivariat didapatkan faktor yang berhubungan secara signifikan dengan kepuasan adalah pendidikan dan kualitas pemeriksaan. Namun analisis multivariat menunjukkan faktor yang berhubungan secara signifikan dengan kepuasan adalah pendidikan, jenis kelamin dan kualitas pemeriksaan masing-masing dengan odds ratio 4,531 ; 0,327 dan 3,889.

Disarankan agar program Qualify Assurance kembali dijalankan mulai dari kegiatan pelatihan ulang / penyegaran QA untuk seluruh puskesmas, sampai kepada pembentukan tim supervisor di kabupaten.

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Analysis of Out-Patient's Satisfaction in Regency of Padang Pariaman Year 2004 The government has performed various efforts to increase the health service to realize an optimum health level Various efforts have been done. One of them is Quality Assurance (QA) program which is reported as successful in increasing the patients' satisfaction and obedience of the person in charge in administration of the patients up to 90%. However, with the end of QAA program at the end of the year 2000, it caused the decrease of the service quality and patients' satisfaction.

The decreasing number of patients in Regency of Padang Pariaman in the past several years is probably due to the low patients' satisfaction towards the services in the community health center. This research is intended to obtain the description about the satisfaction of the community health center's patients and its relationship with the characteristics such as age, sex, education, occupation, and quality of examination.

Type of the research is cross sectional. The respondents interviewed is 1 00 patients of Puskesmas of Padang Pariaman Regency, by using univariate, bivariate and multivariate analysis. This research was conducted on February 9 to March, 2004. The satisfaction measurement is done by using median as cut of point.

The result of research shown that the patients that are satisfied with the service of the Puskesmas is 57.0%, while the unsatisfied patients is 47%. The highest satisfaction is found towards the environment condition (82%), and the lowest satisfaction is towards the policlinic service (55.0%) and good examination quality is in the policlinic which is only 28%. Therefore, such satisfaction is much supported by the environment condition, not by the service in the policlinic.

From the bivariate analysis it is found out that the factor which is related significantly with the satisfaction is education and quality of examination. However, the multivariate analysis indicates that the factors related significantly with the satisfaction are education, sex, and quality of examination, respectively with odds ratio 4,531; 0,327 and 3,889.

It is suggested that the Quality Assurance program needs to be started again from QA retraining activities/refreshment for all puskesmas, up to the establishment of supervisor team in the regency.