

POLITEKNIK KESEHATAN TANJUNGPUR
JURUSAN KEPERAWATAN
PROGRAM STUDI SARJANA TERAPAN KEPERAWATAN
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**HUBUNGAN KUALITAS PELAYANAN KESEHATAN DENGAN TINGKAT
KEPUASAN PASIEN *POST OPERASI* DI RS YUKUM MEDICAL CENTRE
LAMPUNG TENGAH TAHUN 2023**

xv + 42 halaman, 6 tabel, 10 lampiran

ABSTRAK

Rumah Sakit merupakan institusi pelayanan kesehatan yang menyelenggarakan pelayanan kesehatan perorangan secara paripurna yang menyediakan pelayanan rawat inap, rawat jalan, dan gawat darurat. Tugas rumah sakit sebagai institusi pelayanan kesehatan adalah memberikan pelayanan kesehatan yang bermutu, dan bertanggung jawab terhadap masyarakat terutama di wilayah cakupannya. Sedangkan fungsi rumah sakit adalah menyelenggarakan pelayanan spesialisik atau medik sekunder dan pelayanan subspecialistik atau medik tersier. Sedangkan kepuasan pasien berhubungan dengan mutu pelayanan rumah sakit. Dengan mengetahui tingkat kepuasan pasien, manajemen rumah sakit dapat melakukan peningkatan mutu pelayanan. Prosentase pasien yang menyatakan puas terhadap pelayanan berdasarkan hasil survai dengan instrument yang berlaku. Berdasarkan fenomena yang di temukan di rumah sakit Yukum Medical Centre yaitu Kasus yang sering terjadi sebagai akibat dari ketidakpuasan pasien adalah permohonan pindah ke rumah sakit lain (dirujuk), pulang dalam keadaan terpaksa sebelum sakitnya sembuh (pulang paksa). penelitian ini bertujuan mengetahui hubungan kualitas pelayanan perawat dengan tingkat kepuasan pasien post operasi di RS Yukum Medical Centre Lampung Tengah Tahun 2023. Jenis Penelitian kuantitatif, menggunakan pendekatan *cross sectional* dengan menggunakan *Chi-square*. Subjek penelitian pasien post operasi sebanyak 100 pasien. Instrument menggunakan kuesioner. Waktu penelitian bulan Maret-April tahun 2023. Hasil penelitian didapatkan 79 responden (79%) mendapatkan kualitas pelayanan keperawatan dengan baik dan 79 responden (79%) merasa puas. Uji statistik didapatkan hasil $p\text{-value} = 0,000 \alpha (<0,05)$, maka dapat disimpulkan bahwa ada hubungan kualitas pelayanan dengan kepuasan pasien post operasi di RS Yukum Medical Centre. Peneliti menyarankan agak terus meningkatkan fasilitas dan pelayanan seperti terkontrolnya galon air minum secara teratur, kebersihan lingkungan dan pencahayaan serta saluran air agar tidak menimbulkan bau dan sarang nyamuk.

Kata kunci : kualitas pelayanan kesehatan, kepuasan pasien, mutu pelayanan rumah sakit
Daftar Pustaka : 18 (2017 sd 2022)

TANJUNGPURING HEALTH POLYTECHNIC

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STUDY PROGRAM OF APPLIED NURSING APPLIED NURSING

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**THE RELATIONSHIP OF THE QUALITY OF HEALTH SERVICES WITH THE
LEVEL OF POST-OPERATING PATIENT SATISFACTION AT YUKUM MEDICAL
CENTER HOSPITAL, CENTRAL LAMPUNG, 2023**

xv + 42 pages, 6 tables, 10 attachments

ABSTRAK

A hospital is a health service institution that provides complete individual health services, providing inpatient, outpatient and emergency services. The task of a hospital as a health service institution is to provide quality health services and be responsible to the community, especially in its coverage area. Meanwhile, the function of the hospital is to provide specialist or secondary medical services and subspecialist or tertiary medical services. Meanwhile, patient satisfaction is related to the quality of hospital services. By knowing the level of patient satisfaction, hospital management can improve the quality of service. Percentage of patients who express satisfaction with services based on survey results with applicable instruments. Based on the phenomenon found at the Yukum Medical Center hospital, cases that often occur as a result of patient dissatisfaction are requests to move to another hospital (referral), returning home in a forced state before the illness is cured (forced return). This study aims to determine the relationship between the quality of nursing services and the level of post-operative patient satisfaction at Yukum Medical Center Hospital, Central Lampung in 2023. This type of research is quantitative, using a cross-sectional approach using Chi-square. The research subjects were 100 post-operative patients. The instrument uses a questionnaire. The research period was March-April 2023. The research results showed that 79 respondents (79%) received good quality nursing services and 79 respondents (79%) were satisfied. The statistical test resulted in a p-value = 0.000 α (<0.05), so it can be concluded that there is a relationship between service quality and post-operative patient satisfaction at Yukum Medical Center Hospital. Researchers suggest continuing to improve facilities and services such as regularly controlling gallons of drinking water, environmental cleanliness and lighting and water channels so that they do not cause odors and mosquito nests.

Keywords: quality of health services, patient satisfaction, quality of hospital services

Bibliography: 18 (2017 to 2021)