

**POLITEKNIK KESEHATAN TANJUNGPUR**  
**JURUSAN TEKNOLOGI LABORATORIUM MEDIS**  
**PROGRAM STUDI TEKNOLOGI LABORATORIUM MEDIS**  
**PROGRAM SARJANA TERAPAN**  
Skripsi, Juni 2024

Sri Utami

**Analisis Tingkat Kepuasan Masyarakat di Laboratorium Klinik  
UPT Puskesmas Bandungbaru Kabupaten Pringsewu Provinsi Lampung**

xvi + 36 halaman, 9 tabel, 6 gambar, dan 21 lampiran

**ABSTRAK**

Laboratorium Klinik sebagai unit penyelenggara pelayanan publik memiliki peran sebagai penyedia layanan kesehatan yang melakukan pengukuran, penentuan, dan pengujian terhadap sampel yang berasal dari manusia. Berkembangnya teknologi dan meningkatnya ekspektasi masyarakat terhadap pelayanan, mendorong unit penyelenggara pelayanan publik untuk memenuhi harapan tersebut. Salah satu langkah yang diperlukan dalam meningkatkan kualitas pelayanan publik adalah melaksanakan survei kepuasan masyarakat terhadap pengguna layanan. Tujuan penelitian ini adalah untuk menganalisis dan mengetahui tingkat kepuasan pasien di Laboratorium Klinik UPT Puskesmas Bandungbaru Kabupaten Pringsewu Provinsi Lampung. Penelitian ini merupakan survey deskriptif dengan pendekatan kuantitatif menggunakan 14 item penilaian skala linkert. Penelitian dilakukan pada bulan Maret sampai dengan April 2024, populasinya adalah pasien yang mendapatkan pelayanan di Laboratorium sebanyak 132 orang dan jumlah sampel 45 responden menggunakan metode *Service Quality*. Hasil penelitian menunjukkan tingkat kepuasan pada dimensi *Tangible* puas sebesar 51,1%, dimensi *Reability* puas sebesar 57,8%, dimensi *Assurance* sangat puas sebesar 55,5%, dimensi *Responsiveness* sangat puas sebesar 66,7%, dimensi *Empathy* puas sebesar 51,1%, tingkat kepuasan di Laboratorium UPT Puskesmas Bandungbaru sangat puas sebesar 51,1% dan didapatkan ketidakpuasan sebesar 1,3%.

Kata Kunci : Laboratorium Klinik, Kepuasan Masyarakat, Mutu Pelayanan.  
Daftar Bacaan : 29 (2009-2023)

**TANJUNGPURANG HEALTH POLYTECHNIC**  
**DEPARTMENT OF MEDICAL LABORATORY TECHNOLOGY**  
**MEDICAL LABORATORY TECHNOLOGY STUDY PROGRAM**  
**APPLIED UNDERGRADUATE PROGRAM**  
*Undergraduate Thesis, June 2024*

Sri Utami

***Analysis of Community Satisfaction Levels in Clinical Laboratories  
UPT Bandungbaru Community Health Center, Pringsewu Regency,  
Lampung Province***

*xvi + 36 pages, 9 tables, 6 figures, and 21 appendices*

**ABSTRACT**

*The Clinical Laboratory as a public service delivery unit has a role as a health service provider that carries out measurements, determinations and tests on samples originating from humans. The development of technology and increasing public expectations for services encourage public service delivery units to meet these expectations. One of the steps needed to improve the quality of public services is to carry out a public satisfaction survey of service users, with the aim of measuring the level of satisfaction felt by the public with the services provided. The purpose of research is to analyzing and knowing the level of patient satisfaction at the UPT Clinical Laboratory of the Bandungbaru Health Center, Pringsewu Regency, Lampung Province. This research is a descriptive survey with a quantitative approach using 14 Linkert scale assessment items. The research was conducted from March to April 2024, the population was 132 patients who received services at the Laboratory and a sample size of 45 respondents using the Service Quality method. The results of the research show that the level of satisfaction in the Tangible dimension is 51.1% satisfied, the Reability dimension is 57.8% satisfied, the Assurance dimension is very satisfied at 55.5%, the Responsiveness dimension is very satisfied at 66.7%, the Empathy dimension is satisfied at 51, 1%, the level of satisfaction at the Bandungbaru Health Center UPT Laboratory was very satisfied at 51.1% and dissatisfaction was found at 1.3%.*

*Keywords : Clinical Laboratory, Community Satisfaction, Service Quality.*  
*Reading List : 29 (2009-2023)*