

**Analisis Pengaruh Persepsi Pasien Tentang Faktor Mutu
Pelayanan Terhadap Kepuasan Pasien Rawat Inap Di
RSD.Dr.R.Soedjati Purwodadi**



TESIS

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ABSTRAK

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Analisis Pengaruh Persepsi Pasien Tentang Faktor Mutu Pelayanan Terhadap Kepuasan Pasien Rawat Inap VIP RSD.Dr.R.Soedjati Purwodadi

V + 103 + 30 tabel + 4 lampiran

Ruang rawat inap VIP RSD.Dr.R.Soedjati Purwodadi diharapkan dapat memberikan kontribusi pemasukan pendapatan yang besar bagi rumah sakit agar profitabilitas meningkat, indikator BOR pada tahun 2006 rata-rata masih kurang dari 60 % dan jumlah pasien cenderung turun dalam enam tahun terakhir. Penelitian pendahuluan diketahui bahwa 50% pasien memiliki persepsi yang kurang baik mengenai mutu pelayanan sehingga mempengaruhi kepuasan pasien di ruang VIP RSD.Dr.Soedjati Purwodadi

Jenis penelitian ini adalah observasional dengan pendekatan cross sectional. Jumlah populasi 167 pasien dan sampel yang diambil 100 pasien, teknik pengumpulan data dengan kuesioner. Untuk menggambarkan besarnya kepuasan pasien dan mutu pelayanan dilakukan analisis univariat dengan distribusi frekuensi, analisis bivariat dengan chi square, dan analisis multivariat dengan uji regresi logistic.

Pasien yang merasa puas terhadap mutu pelayanan ruang VIP RSD.Dr.R.Soedjati sebanyak 61%, pasien yang memberikan penilaian baik terhadap mutu pelayanan administrasi 49%, pelayanan dokter 63%, pelayanan perawat 57%, sarana dan prasarana 53%, obat 51%, dan pelayanan makanan 54%. Ada pengaruh yang signifikan persepsi pasien tentang mutu pelayanan yaitu pelayanan administrasi, dokter, perawat, sarana dan prasarana, lingkungan, obat, dan pelayanan makanan terhadap kepuasan pasien. Mutu pelayanan ruang VIP RSD Dr.R.Soedjati perlu ditingkat.

Kata Kunci : persepsi mutu pasien, kepuasan, pelayanan administrasi, dokter, perawat, sarana dan prasarana, lingkungan, obat dan makanan

Pustaka : 43 (1990-2005)

ABSTRACT

Bahrn Siregar Sutrisna

Analysis of the Influence of Patient Perception on Quality of Service Factors towards Satisfaction of VIP Inward Patient of RSD.Dr.Soedjati Purwodadi

V + 103 pages + 30 tables + 4 enclosures

VIP inward room of dr.R.Soedjati District General Hospital (RSD) Purwodadi is anticipated to generate large income for the hospital in order to increase profitability. Bed Occupancy Ratio (BOR) in 2006 was, on the average, less than 60% and the number of hospitalized patients tended to decrease in the last 6 years. Preliminary study showed that 50% patient had poor perception on quality of service which influence patient satisfaction. The objective of this study is to analyze the influence of patient perception on quality of service toward satisfaction of VIP inward patient in RSD.dr.R.Soedjati Purwodadi.

This was an observational study using cross sectional approach. Study population was 167 patients, of which 100 patients were taken as study samples. Questionnaire was used as an instrument for collecting data. Univariate analysis was conducted and presented in the form of frequency distribution. Bivariate analysis was conducted by performing Chi-square test and logistic regression was performed for multivariate analysis.

Patients who were satisfied with the quality of service in VIP room of RSD dr.R.Soedjati was 61%, good assessment was given by patient to administrative quality of service (49%), physician quality of service (63%), nurses quality of service (57%), quality of facilities (53%), environment quality (54%), pharmacist quality of service (51%) and quality of service on food (54%)

There was significance influence of patient perception on the quality of administrative service, physician service, nurses service, facilities, environment, pharmacist service and food service toward patient satisfaction. Quality of service in the VIP room of RSD dr.R.Soedjati should be improved.

Key Words : patient perception on quality of service, satisfaction, administrative service, physician, nurse, facilities, pharmacist, and food

Bibliography : 43 (1990 – 2005)

Sumber : www.mikm.undip.ac.id