

INTISARI

HUBUNGAN MUTU PELAYANAN KESEHATAN DENGAN KEPUASAN PENGGUNA BPJS KESEHATAN DI WILAYAH KERJA PUSKESMAS PAJANG KOTA SURAKARTA

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Latar Belakang: Kepuasan pasien berhubungan dengan mutu pelayanan kesehatan. Jika suatu instansi kesehatan salah satunya Puskesmas akan melakukan upaya peningkatan mutu pelayanan kesehatan, pengukuran tingkat kepuasan pasien harus dilakukan. studi pendahuluan melalui wawancara diketahui bahwa 1 orang merasa nyaman karena dia memiliki kartu BPJS dengan pelayanan BPJS kelas satu, dan lainnya sebanyak 2 orang merasa kurang puas karena menunggu antrian yang lama.

Tujuan: Penelitian ini bertujuan untuk menganalisis hubungan mutu pelayanan kesehatan dengan kepuasan pengguna BPJS Kesehatan di Wilayah Kerja Puskesmas Pajang Kota Surakarta.

Metode: Penelitian ini menggunakan deskriptif korelasional dengan rancangan *cross sectional*. Sampel sebanyak 97 orang dengan teknik *purposive sampling*. Teknik analisis data menggunakan analisis *chi-square* (X^2).

Hasil: 1) Sebagian besar responden menilai bahwa mutu pelayanan kesehatan di wilayah Kerja Puskesmas Pajang tergolong baik yaitu sebanyak 63 orang (64,9%); 2) Kepuasan pengguna BPJS Kesehatan di wilayah Kerja Puskesmas Pajang tergolong tinggi yaitu sebanyak 65 orang (67,0%); dan 3) Terdapat hubungan yang positif dan signifikan antara mutu pelayanan kesehatan dengan kepuasan pengguna BPJS Kesehatan di Wilayah Kerja Puskesmas Pajang Surakarta ($\chi^2_{hit} = 57,413$; $p\text{-value} = 0,000$).

Kesimpulan: Ada hubungan yang positif dan signifikan antara mutu pelayanan kesehatan dengan kepuasan pengguna BPJS Kesehatan di Wilayah Kerja Puskesmas Pajang Surakarta.

Kata kunci: Mutu Pelayanan, Kepuasan pasien, BPJS Kesehatan.

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ABSTRACT

RELATIONSHIP BETWEEN HEALTH SERVICE QUALITY AND SATISFACTION OF BPJS KESEHATAN USERS IN THE WORK AREA OF COMMUNITY HEALTH CENTER OF PAJANG, SURAKARTA

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Background: Patients' satisfaction is related to the quality of health service. If a health institution such as Community Health Center (Puskesmas) attempts to improve its health service quality, satisfaction level has to be measured. From preliminary study through interviews, one person felt comfortable because she had BPJS card with first level service, and other two persons didn't feel quite satisfied because of the long queue.

Objective: This study aimed to analyze the relationship between health service quality and satisfaction of BPJS Kesehatan users in the work area of Community Health Center of Pajang, Surakarta.

Method: This study used correlational descriptive with cross sectional planning. There were as many as 97 patients as samples taken by purposive sampling technique. The data analysis technique used was chi-square (X^2).

Results: 1) Most respondents, 63 people (64.9%), thought that the health service in the work area of Community Health Center of Pajang was good; 2) Satisfactory level of BPJS Kesehatan users was high, as 65 people (67.0%) thought so; and 3) There was a positive and significant relationship between health service quality and satisfaction of BPJS Kesehatan users in the work area of Community Health Center of Pajang, Surakarta ($\chi^2_{hit} = 57.413$; p-value = 0.000).

Conclusion: There was a positive and significant relationship between health service quality and satisfaction of BPJS Kesehatan users in the work area of Community Health Center of Pajang, Surakarta.

Keywords: Service Quality, Patient's Satisfaction, BPJS Kesehatan

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