

## ABSTRAK

### PENGARUH MUTU PELAYANAN KEPERAWATAN TERHADAP KEPUASAN PASIEN RAWAT JALAN DI PUSKESMAS NGEMPLAK BOYOLALI

Rendy Bastian<sup>1</sup>. Anik Suwarni<sup>2</sup>. Vitri Dyah Herawati<sup>3</sup>.

**Latar Belakang :** Pusat Kesehatan Masyarakat (Puskemas) harus memberikan pelayanan yang memuaskan dan dapat meningkatkan mutu pelayanan bagi pasien/pelanggan. Salah satu upaya untuk meningkatkan kualitas pelayanan, manajemen Puskesmas dengan melakukan survey terhadap indeks kepuasan masyarakat agar dapat menjadi bahan evaluasi.

**Tujuan dari penelitian:** Untuk mengetahui pengaruh mutu pelayanan keperawatan terhadap kepuasan pasien rawat jalan di Puskesmas Ngemplak Boyolali.

**Metode Penelitian :** Jenis penelitian yang di gunakan metode *survey* dengan pendekatan kuantitatif. Teknik pengambilan sample yang digunakan teknik *accidental sampling* dan diperoleh sampel sebanyak 79 responden. Tempat penelitian di Puskesmas Ngemplak Boyolali. Pengumpulan data yaitu kuesioner. Teknik analisa data yaitu uji normalitas dan uji regresi linier sederhana.

**Hasil Penelitian :** Menunjukkan: 1) Hasil penelitian tentang mutu pelayanan keperawatan sebagian besar kategori cukup sebanyak 65 responden (82,3%, dan kategori baik sebesar 14 responden (17,7%) serta kategori kurang tidak terdapat dalam penelitian ini; 2) Hasil penelitian yang dilakukan pada pasien rawat jalan mayoritas kategori sedang sebanyak 71 responden (89,9%) dan paling sedikit kepuasan kategori kurang hanya 2 responden (2,5%); dan 3) Hasil analisis uji regresi linier sederhana diperoleh nilai p value 0,043, artinya terdapat pengaruh yang signifikan antara mutu pelayanan keperawatan terhadap kepuasan pasien.

**Simpulan :** Mutu pelayanan berpengaruh terhadap kepuasan pasien rawat inap di Puskesmas Ngemplak Boyolali.

Kata Kunci : mutu pelayanan, kepuasan pasien, rawat jalan, puskesmas

---

<sup>1</sup> Mahasiswa program Studi Keperawatan Universitas Sahid Surakarta.

<sup>2</sup> Dosen Studi Ilmu Keperawatan Universitas Sahid Surakarta.

<sup>3</sup> Dosen Studi Ilmu Keperawatan Universitas Sahid Surakarta.

## ABSTRACT

### THE EFFECT OF NURSING SERVICES QUALITY ON OUTPATIENTS SATISFACTION IN NGEMPLAK PUBLIC HEALTH CENTRE IN BOYOLALI

Rendy Bastian<sup>1</sup>, Anik Suwarni<sup>2</sup>, Vitri Dyah Herawati<sup>3</sup>

**Background:** Public Health Centers (Puskemas) must provide satisfactory services and can improve service quality for patients. One of the efforts to improve service quality is the management of the Puskesmas by surveying the community satisfaction index so that it can be used as an evaluation.

**Objectives:** To determine the effect of the nursing services quality on the satisfaction of outpatients at Puskesmas Ngeemplak Boyolali.

**Method:** This research used a survey method with a quantitative approach. The sampling technique implemented an accidental sampling technique and obtained a sample of 79 respondents. The research object is Puskesmas Ngeemplak Boyolali. Meanwhile, the data collection method used a questionnaire. Data analysis techniques were normality test and simple linear regression test.

**Results:** The result shows that 1) The quality of nursing services are mostly insufficient category as many as 65 respondents (82.3%), and good categories for 14 respondents (17.7%) and there are not poor categories; 2) Research conducted on outpatients with the majority in the moderate category as many as 71 respondents (89.9%) and the least satisfaction category was only two respondents (2.5%), and 3) The results of simple linear regression analysis obtained p-value 0.043. It means that there is a significant effect of the nursing services quality on patient satisfaction.

**Conclusion:** Service quality has an effect on inpatient satisfaction at Puskesmas Ngeemplak Boyolali.

---

**Keywords:** Service Quality, Patient Satisfaction, Outpatient, Public Health Centre

1. Students of Nursing department of Sahid Surakarta Univ
2. Lecturer of Nursing department of Sahid Surakarta Uni
3. Lecturer of Nursing department of Sahid Surakarta Uni

@24\$

"J:":s

PUSAT PELAYANAN DAN  
PENGEMBANGAN BAHASA