

OVERVIEW OF BPJS PATIENT SATISFACTION LEVEL WITH OUTPATIENT REGISTRATION SERVICES AT AT-TUROTS AL-ISLAMY HOSPITAL, SLEMAN REGENCY IN 2024

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ABSTRACT

Background: *The problem that BPJS patients often complain about is that they often do not get the maximum quality of health services. The quality of service will affect patient satisfaction. Outpatient registration places are the main gateway to health services in hospitals. The results of a preliminary study at At-Turots Al-Islamy Hospital found that 40% of BPJS patients were not satisfied with the outpatient registration service.*

Objective: *To determine the level of satisfaction of BPJS patients with outpatient registration services at At-Turots Al-Islamy Hospital in 2024 based on five dimensions of service quality.*

Methods: *This type of research is descriptive with a quantitative approach. The data collection technique uses a questionnaire. The population of this study is BPJS patients who register for outpatient treatment at At-Turots Al-Islamy Hospital and sampling using the accidental sampling method with a sample of 75 respondents.*

Results: *The level of satisfaction of BPJS patients with outpatient registration services at At-Turots Al-Islamy Hospital, Sleman Regency in 2024 stated that they were satisfied with the reliability dimension of 73%, the responsiveness dimension of 68%, the guarantee dimension of 76%, the empathy dimension of 72%, and the direct evidence dimension of 77%. The overall satisfaction level of BPJS patients stated that they were satisfied at 75% and there was no difference in the level of satisfaction reviewed from the characteristics of the respondents who were analyzed using the descriptive method.*

Conclusion: *The level of satisfaction of BPJS patients with the overall outpatient registration service is satisfactory. There was no difference in the level of satisfaction reviewed from the characteristics of the respondents who were analyzed using the descriptive method.*

Keywords: *Satisfaction Level, Service Quality, BPJS Patients, Outpatient Registration, At-Turots Al-Islamy Hospital.*

GAMBARAN TINGKAT KEPUASAN PASIEN BPJS TERHADAP PELAYANAN PENDAFTARAN RAWAT JALAN DI RUMAH SAKIT AT- TUROTS AL-ISLAMY KABUPATEN SLEMAN TAHUN 2024

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ABSTRAK

Latar Belakang: Permasalahan yang sering dikeluhkan pasien BPJS adalah seringkali tidak mendapatkan kualitas pelayanan kesehatan yang maksimal. Kualitas pelayanan akan mempengaruhi kepuasan pasien. Tempat pendaftaran rawat jalan merupakan gerbang utama pelayanan kesehatan di rumah sakit. Hasil studi pendahuluan di Rumah Sakit At-Turots Al-Islamy didapatkan 40% pasien BPJS kurang puas dengan pelayanan pendaftaran rawat jalan.

Tujuan: Diketahui tingkat kepuasan pasien BPJS terhadap pelayanan pendaftaran rawat jalan di Rumah Sakit At-Turots Al-Islamy tahun 2024.

Metode: Jenis penelitian ini adalah deskriptif dengan pendekatan kuantitatif. Teknik pengumpulan data menggunakan kuesioner. Populasi penelitian ini adalah pasien BPJS yang melakukan pendaftaran rawat jalan di Rumah Sakit At-Turots Al-Islamy dan pengambilan sampel menggunakan metode accidental sampling dengan jumlah sampel sebanyak 75 responden.

Hasil: Tingkat kepuasan pasien BPJS pada pelayanan pendaftaran rawat jalan menyatakan puas pada dimensi kehandalan sebesar 73%, dimensi ketanggapan sebesar 68%, dimensi jaminan sebesar 76%, dimensi empati sebesar 72%, dan dimensi bukti langsung sebesar 77%. Tingkat kepuasan pasien BPJS secara keseluruhan menyatakan puas sebesar 75% dan tidak ada perbedaan tingkat kepuasan ditinjau dari karakteristik responden.

Kesimpulan: Tingkat kepuasan pasien BPJS pada pelayanan pendaftaran rawat jalan secara keseluruhan adalah puas. Tidak ada perbedaan tingkat kepuasan ditinjau dari karakteristik responden yang dianalisis menggunakan metode deskriptif.

Kata Kunci: Tingkat Kepuasan, Kualitas Pelayanan, Pasien BPJS, Pendaftaran Rawat Jalan, Rumah Sakit At-Turots Al-Islamy