

Description of BPJS Patient Satisfaction With Outpatient Registration at Mantrijeron Community Health Center in 2025

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ABSTRACT

Background: Patient satisfaction is a key indicator in assessing the quality of service at community health centers as primary health care facilities. In this study, patient satisfaction was measured using five dimensions of service: tangibles, responsiveness, empathy, assurance, and reliability. Assessing patient satisfaction is important because it provides an indication of the extent to which the services provided have met patient expectations.

Objective: To find out the description of BPJS patient satisfaction with outpatient registration at the Mantrijeron Health Center.

Methods: This research is quantitative in nature. It was conducted in May 2025. The research subjects were 100 outpatients with BPJS health insurance status. Data was collected using questionnaires. Sampling was conducted using accidental sampling.

Results: The results of the study indicate that BPJS patients' satisfaction with outpatient registration in the tangible (physical) dimension was 58%, the responsiveness dimension with a satisfaction rate of 60%, the empathy dimension with a satisfaction rate of 47%, the assurance dimension with a satisfaction rate of 50%, and the reliability dimension with a satisfaction rate of 59%. To improve service quality, the institution needs to ensure that physical appearance standards are maintained, initiate registration services on time with clear procedures and a transparent queuing system, consistently adopt a friendly attitude, ensure fair and professional conduct from staff, and enhance service accuracy through clear Standard Operating Procedures (SOPs) and strong supervision.

Conclusion: BPJS patients' satisfaction with outpatient registration at the Mantrijeron Community Health Center showed satisfactory results.

Keywords: Patient satisfaction, Outpatient registration, Community health center, BPJS

GAMBARAN KEPUASAN PASIEN BPJS TERHADAP PENDAFTARAN RAWAT JALAN DI PUSKESMAS MANTRIJERON TAHUN 2025

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ABSTRAK

Latar Belakang: Kepuasan pasien merupakan indikator utama dalam menilai kualitas pelayanan di Puskesmas sebagai fasilitas kesehatan tingkat pertama. Dalam penelitian ini, kepuasan pasien diukur menggunakan lima dimensi pelayanan yaitu *tangible*, *responsiveness*, *empathy*, *assurance*, dan *reliability*. Penilaian kepuasan pasien penting dilakukan karena dapat memberikan gambaran sejauh mana pelayanan yang diberikan telah memenuhi harapan pasien.

Tujuan: Mengetahui gambaran kepuasan pasien BPJS terhadap pendaftaran rawat jalan di Puskesmas Mantrijeron.

Metode: Penelitian ini merupakan jenis penelitian kuantitatif. Penelitian dilaksanakan pada bulan Mei 2025. Subjek penelitian adalah pasien rawat jalan dengan status kependudukan BPJS sejumlah 100 orang. Metode pengumpulan data menggunakan kuesioner. Pengambilan sampel dilakukan menggunakan *accidental sampling*.

Hasil: Hasil penelitian menunjukkan bahwa kepuasan pasien BPJS terhadap pendaftaran rawat jalan pada dimensi *tangible* (fisik) dengan persentase puas sebesar 58%, dimensi *responsiveness* (daya tanggap) dengan persentase puas sebesar 60%, dimensi *empathy* (empati) dengan persentase puas sebesar 47%, dimensi *assurance* (jaminan) dengan persentase puas sebesar 50% dan dimensi *reability* (kehandalan) dengan persentase puas sebesar 59%. Untuk meningkatkan kualitas pelayanan, instansi perlu memastikan standar penampilan fisik tetap terjaga, memulai pelayanan pendaftaran tepat waktu dengan prosedur yang jelas serta sistem antrian yang transparan, menerapkan sikap ramah secara konsisten, menjamin sikap adil dan profesional dari petugas, serta meningkatkan ketepatan pelayanan melalui SOP yang jelas dan pengawasan yang kuat.

Kesimpulan: Kepuasan pasien BPJS terhadap pendaftaran rawat jalan di Puskesmas Mantrijeron menunjukkan hasil dalam predikat puas.

Kata kunci: Kepuasan pasien, Pendaftaran rawat jalan, Puskesmas, BPJS