

**PROGRAM STUDI DIII KEPERAWATAN
STIKES PAYUNG NEGERI PEKANBARU**

Karya Tulis Ilmiah, Juli 2024

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Gambaran Tingkat Kepuasan Pasien Terhadap Pelayanan Keperawatan Di
Puskesmas Bagan Batu Kec. Bagan Sinembah Kab. Rokan Hilir

Xiv + 46 Halaman + 14 Tabel + 1 Gambar + 7 Lampiran

ABSTRAK

Sistem pelayanan kesehatan primer harus diperkuat di seluruh dunia untuk meningkatkan efektivitas, efisiensi, ekuitas, dan keberlanjutan sistem perawatan kesehatan. Penelitian ini bertujuan untuk mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan keperawatan di Puskesmas Bagan Batu, Kecamatan Bagan Sinembah, Kabupaten Rokan Hilir. Jenis penelitian yang digunakan adalah jenis penelitian kuantitatif dengan desain *deskriptif*. Penelitian ini telah dilaksanakan pada Bulan April 2024. Data dikumpulkan melalui kuesioner yang dibagikan kepada 94 responden untuk mengukur tingkat kepuasan pasien dalam kategori *reliability* (keandalan), *assurance* (jaminan), *tangibles* (kenyataan), *tangibles* (kenyataan), *empathy* (empati), *responsiveness* (tanggung jawab). Hasil penelitian ini menunjukkan bahwa tingkat kepuasan pasien berdasarkan *reliability* (keandalan) mencapai 92,39%, *assurance* (jaminan) 92,82%, *tangibles* (kenyataan) 93,51%, *empathy* (empati) 93,78%, dan *responsiveness* (tanggung jawab) 95,37%. Keseluruhan data ini mengindikasikan bahwa mayoritas pasien merasa sangat puas dengan pelayanan keperawatan yang diterima, terutama pada aspek responsivitas atau tanggung jawab perawat dalam memberikan pelayanan.

Kata Kunci : Kepuasan Pasien, Pelayanan Keperawatan

DIII NURSING STUDY PROGRAM

STIKES PAYUNG NEGERI PEKANBARU

Scientific Paper, July 2024

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Overview of Patient Satisfaction Levels with Nursing Services at Bagan Batu Health Center, Bagan Sinembah District, Rokan Hilir Regency

Xiv + 46 Pages + 14 Tables + 1 Figures + 7 Attachments

ABSTRACT

Primary health care systems must be strengthened worldwide to increase the effectiveness, efficiency, equity, and sustainability of health care systems. This study aims to determine the level of patient satisfaction with nursing services at the Bagan Batu Community Health Center, Bagan Sinembah District, Rokan Hilir Regency. The type of research used is quantitative research with a descriptive design. This research was carried out in April 2024. Data was collected through questionnaires distributed to 94 respondents to measure the level of patient satisfaction in the categories of reliability, assurance, tangibles, tangibles, empathy, responsiveness (responsibility). The results of this research show that the level of patient satisfaction based on reliability reached 92.39%, assurance (guarantee) 92.82%, tangibles (reality) 93.51%, empathy (empathy) 93.78%, and responsiveness (responsibility). answer) 95.37%. Overall this data indicates that the majority of patients are very satisfied with the nursing services they receive, especially with the aspect of nurses' responsiveness or responsibility in providing services.

Keywords: Patient Satisfaction, Nursing Services

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