

PROGRAM STUDI S1 KEPERAWATAN FAKULTAS KEPERAWATAN

INSTITUT KESEHATAN PAYUNG NEGERI PEKANBARU

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Hubungan Tingkat Kepuasan Pasien dengan Kualitas Pelayanan Home care di Fisioterapi Home Care Pekanbaru

Xiii + 69 + 7 Tabel + 11 Lampiran

ABSTRAK

Kepuasan pasien merupakan indikator penting dalam menilai kualitas pelayanan kesehatan, termasuk layanan home care. Penelitian ini bertujuan untuk menganalisis hubungan antara kepuasan pasien dengan kualitas pelayanan home care. Kualitas pelayanan diukur melalui beberapa dimensi, seperti keandalan, responsivitas, jaminan, empati, serta aspek fisik dari layanan. Metode penelitian yang digunakan adalah survei dengan pendekatan kuantitatif, di mana data dikumpulkan melalui kuesioner yang diberikan kepada pasien atau keluarga yang menggunakan layanan home care. Hasil analisis menunjukkan adanya hubungan positif yang signifikan antara kualitas pelayanan dan tingkat kepuasan pasien. Semakin baik kualitas pelayanan yang diberikan oleh tenaga kesehatan, semakin tinggi tingkat kepuasan pasien. Temuan ini menegaskan bahwa peningkatan kualitas layanan home care, baik dari aspek profesionalisme tenaga kesehatan maupun kemudahan akses layanan, sangat berpengaruh terhadap kepuasan pasien. Oleh karena itu, penyedia layanan home care perlu terus meningkatkan kualitas pelayanan guna mencapai kepuasan pasien yang optimal. Tujuan dari penelitian ini adalah untuk mengetahui Hubungan kepuasan pasien dengan kualitas pelayanan home care di fisioterapi home care pekanbaru. Jenis penelitian ini adalah kuantitatif dengan desain cross sectional. Instrumen penelitian berupa kuesioner. Sampel penelitian berjumlah 55 orang yang diambil dengan teknik accidental sampling. Analisa data univariat dan bivariat menggunakan uji chi-square. Hasil penelitian menunjukkan dari 55 responden diketahui hampir separuh responden dengan kepuasan pasien sebanyak 23 responden (41,8%), kualitas pelayanan sebanyak 37 responden (67,3%).

Kata Kunci : kepuasan pasien, kualitas pelayanan, home care, layanan kesehatan

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The Relationship Between Patient Satisfaction Levels and the Quality of Home Care Services at Physiotherapy Home Care Pekanbaru

Xiii + 69 schemes + 7 tables + 11 appendixes

ABSTRACT

Patient satisfaction is an important indicator in assessing the quality of health services, including home care services. This study aims to analyze the relationship between patient satisfaction and the quality of home care services. Service quality is measured through several dimensions, such as reliability, responsiveness, assurance, empathy, and the physical aspects of the service. The research method used is a survey with a quantitative approach, where data is collected through questionnaires given to patients or families who use home care services. The results of the analysis show a significant positive relationship between service quality and patient satisfaction levels. The better the quality of service provided by health workers, the higher the level of patient satisfaction. This finding confirms that improving the quality of home care services, both in terms of the professionalism of health workers and ease of access to services, greatly affects patient satisfaction. Therefore, home care service providers need to continue to improve the quality of service in order to achieve optimal patient satisfaction. The purpose of this study was to determine the relationship between patient satisfaction and the quality of home care services in Pekanbaru home care physiotherapy. This type of research is quantitative with a cross-sectional design. The research instrument was a questionnaire. The research sample was 55 people taken using the accidental sampling technique. Univariate and bivariate data analysis used the chi-square test. The results showed that out of 55 respondents, almost half of the respondents were known to have patient satisfaction of 23 respondents (41.8%), service quality of 37 respondents (67.3%).

Keywords : patient satisfaction, service quality, home care, health services.

References : 18 (2019-2024)