

ABSTRACT

Alan Akuba. 2013. Overview Patient Satisfaction in Treatment Room Surgical Hospital Prof. DR. Aloei Saboe Gorontalo City in 2013. Thesis, Nursing Science Program, Faculty of Health Sciences and Sports, State University of Gorontalo. Supervisor I Dian Saraswati, S.Pd.,M.Kes and Supervisor II Ns. Nurmaulid, S.Kep.,M.Kep.

Patient satisfaction is the level of one's feelings after comparing the performance (results) with the perceived expectations. Patients will be satisfied if the performance of health services gained equal or exceed his expectations and vice versa, dissatisfaction or feeling disappointed patients will occur if the performance of the health service was not obtained in accordance with expectations. Dimensions of health care quality related to patient satisfaction can affect public health and welfare. Patients often assume that the dimensions of *Tangibles* (Physical Evidence), *Reliability* (reliability), *Responsiveness* (Responsiveness), *Empathy* (Empathy / concern), and *Assurance* (Assurance) as a dimension of quality of health care is very important. This study aims to describe the Patient Satisfaction in Hospital Professor of Surgery Treatment Room. Dr.. Aloei Saboe Gorontalo City in 2013.

Qualitative descriptive sampling with a total sampling technique and using Univariate analysis. Results of the study the Patient Satisfaction in Surgery Treatment Room, 81.6% of patients felt satisfied enough. Dimension *Tangibles* (Physical Evidence), 76.4% of patients felt satisfied enough. Dimension *Reliability* (reliability), 71.8% felt satisfied enough. *Responsiveness* (Responsiveness), 83.9% of patients felt satisfied. *Empathy* (Empathy / concern), 80.5% of patients felt satisfied enough. *Assurance* (Assurance), 54.6% of patients felt satisfied enough.

The conclusion obtained in the treatment room priority issue ie bed room, medical attention to the patient and the patient's complaints, as well as medical staff friendliness majority of patients are not satisfied that the insistence on the need to fix it to the hospital to improve the quality of health services.

Key words: Satisfaction Patient, *Tangibles*, *Reliability*, *Responsiveness*, *Empathy*, *Assurance*



ABSTRAK

Alan Akuba. 2013. Gambaran Kepuasan Pasien di Ruang Perawatan Bedah Rumah Sakit Prof. DR. Aloei Saboe Kota Gorontalo Tahun 2013. Skripsi, Program Studi Ilmu Keperawatan, Fakultas Ilmu-ilmu Kesehatan dan Keolahragaan, Universitas Negeri Gorontalo. Pembimbing I Dian Saraswati, S.Pd., M.Kes dan Pembimbing II Ns. Nurmaulid, S.Kep.,M.Kep.

Kepuasan Pasien adalah tingkat perasaan seseorang setelah membandingkan kinerja (hasil) yang dirasakan dengan harapannya. Pasien baru akan merasa puas apabila kinerja layanan kesehatan yang diperolehnya sama atau melebihi harapannya dan sebaliknya, ketidakpuasan atau perasaan kecewa pasien akan muncul apabila kinerja layanan kesehatan yang diperolehnya itu tidak sesuai dengan harapannya. Dimensi mutu pelayanan kesehatan yang berhubungan dengan kepuasan pasien dapat mempengaruhi kesehatan masyarakat dan kesejahteraan masyarakat. Pasien sering menganggap bahwa dimensi *Tangibles* (Bukti Fisik), *Reliability* (Kehandalan), *Responsiveness* (Ketanggapan), *Empathy* (Empati/perhatian), dan *Assurance* (Jaminan) sebagai suatu dimensi mutu layanan kesehatan yang sangat penting. Penelitian ini bertujuan untuk menggambarkan Kepuasan Pasien di Ruang Perawatan Bedah RSUD Prof. Dr. Aloei Saboe Kota Gorontalo Tahun 2013.

Deskriptif Kualitatif dengan tehnik pengambilan sampel *Total Sampling* serta menggunakan analisis *Univariate*. Hasil penelitian Kepuasan Pasien di ruang perawatan bedah, 81,6% pasien merasa Cukup Puas. Dimensi *Tangibles* (Bukti Fisik), 76,4% pasien merasa Cukup Puas. Dimensi *Reliability* (Kehandalan), 71,8% merasa Cukup Puas. *Responsiveness* (Ketanggapan), 83,9% pasien merasa Puas. *Empathy* (Empati/perhatian), 80,5% pasien merasa Cukup Puas. *Assurance* (Jaminan), 54,6% pasien merasa Cukup Puas.

Kesimpulannya di ruang perawatan didapatkan prioritas masalahnya yaitu tempat tidur ruangan, perhatian tenaga medis terhadap pasien dan keluhan pasien, serta keramahan tenaga medis sebagian besar pasien merasa tidak puas sehingga perlu pengupayaan pihak rumah sakit untuk memperbaikinya guna untuk meningkatkan mutu pelayanan kesehatan.

Kata kunci: Kepuasan Pasien, *Tangibles*, *Reliability*, *Responsiveness*, *Empathy*, *Assurance*