

**FAKULTAS ILMU KESEHATAN
UNIVERSITAS SILIWANGI
TASIKMALAYA
PROGRAM STUDI KESEHATAN MASYARAKAT
PEMINATAN ADMINISTRASI KEBIJAKAN KESEHATAN
2023**

ABSTRAK

VINKA VITALOKA

HUBUNGAN MUTU PELAYANAN KESEHATAN DENGAN KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT ISLAM HJ. SITI MUNIROH TASIKMALAYA TAHUN 2023

Mutu pelayanan kesehatan berkaitan erat dengan kepuasan pasien dan menjadi salah satu alat ukur yang digunakan untuk menilai pemenuhan kebutuhan serta harapan pasien dalam menerima pelayanan kesehatan di rumah sakit. Tujuan penelitian ini yaitu untuk menganalisis hubungan mutu pelayanan kesehatan dimensi *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* dengan kepuasan pasien rawat inap dimensi *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* di RS Islam Hj. Siti Muniroh. Penelitian ini merupakan survei analitik dengan desain *cross sectional*. Populasi penelitian adalah orang yang pernah dirawat inap di RS Islam Hj. Siti Muniroh pada bulan Januari sampai Desember 2022 sebanyak 113 orang yang diambil menggunakan teknik *total sampling*. Data diperoleh dengan pengisian kuesioner dalam bentuk *google form* yang disebarakan melalui *whatsapp*. Analisis data yang digunakan analisis univariat dan bivariat dengan uji korelasi *rank spearman*. Hasil penelitian menunjukkan terdapat hubungan yang signifikan antara mutu pelayanan kesehatan dengan kepuasan pasien rawat inap dimensi *responsiveness* dengan koefisien korelasi sebesar 0,864, dimensi *assurance* dengan koefisien korelasi sebesar 0,859, dimensi *tangible* dengan koefisien korelasi sebesar 0,911, dimensi *empathy* dengan koefisien korelasi sebesar 0,877, dan dimensi *reliability* dengan koefisien korelasi sebesar 0,821. Oleh karena itu, dapat disimpulkan terdapat hubungan yang sangat kuat dan searah antara mutu pelayanan kesehatan dimensi *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* dengan kepuasan pasien rawat inap dimensi *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* di RS Islam Hj. Siti Muniroh. Disarankan bagi rumah sakit untuk meningkatkan mutu pelayanan kesehatan khususnya pada rawat inap demi peningkatan kepuasan pasien rawat inap terhadap pelayanan kesehatan.

Kata Kunci : Mutu Pelayanan Kesehatan, Kepuasan Pasien, Rumah Sakit

**FACULTY OF HEALTH SCIENCES
SILIWANGI UNIVERSITY
TASIKMALAYA
PUBLIC HEALTH STUDY PROGRAM
HEALTH POLICY ADMINISTRATION SPECIALTY
2023**

ABSTRACT

VINKA VITALOKA

***THE RELATIONSHIP BETWEEN THE QUALITY OF HEALTH SERVICES
WITH INPATIENT SATISFACTION AT THE ISLAMIC HOSPITAL HJ.
SITI MUNIROH TASIKMALAYA IN 2023***

The quality of health services is closely related to patient satisfaction and is one of the measuring instruments used to assess the fulfillment of the needs and expectations of patients in receiving health services in hospitals. The purpose of this study was to analyze the relationship between the quality of health services in the dimensions of responsiveness, assurance, tangible, empathy, and reliability with inpatient patient satisfaction in the dimensions of responsiveness, assurance, tangible, empathy, and reliability at Hj. Siti Muniroh Islamic Hospital. This research is an analytic survey with a cross sectional design. The study population was people who had been hospitalized at Hj. Siti Muniroh Islamic Hospital from January to December 2022 as many as 113 people who were taken using the total sampling technique. Data was obtained by filling out a questionnaire in the form of a google form distributed via whatsapp. Data analysis used univariate and bivariate analysis with the spearman rank correlation test. The results showed that there was a significant relationship between the quality of health services and inpatient satisfaction in the responsiveness dimension with a correlation coefficient of 0.864, the assurance dimension with a correlation coefficient of 0.859, the tangible dimension with a correlation coefficient of 0.911, the empathy dimension with a correlation coefficient of 0.877, and the reliability dimension with a correlation coefficient of 0.821. Therefore, it can be concluded that there is a very strong and unidirectional relationship between the quality of health services in the dimensions of responsiveness, assurance, tangible, empathy, and reliability with inpatient satisfaction in the dimensions of responsiveness, assurance, tangible, empathy, and reliability at Hj. Siti Muniroh Islamic Hospital. It is recommended for hospitals to improve the quality of health services, especially in hospitalization, in order to increase inpatient patient satisfaction with health services.

Keywords: Quality of Health Services, Patient Satisfaction, Hospital