

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

ABSTRAK

MILA ROMADHATUN NISA

**SURVEI KEPUASAN MASYARAKAT TERHADAP PELAYANAN
KESEHATAN DI PUSKESMAS CILEMBANG KOTA TASIKMALAYA TAHUN
2023**

Kepuasan pasien merupakan keluaran (*outcome*) layanan kesehatan. Kepuasan pasien timbul sebagai akibat dari kinerja layanan kesehatan yang diperoleh setelah pasien membandingkannya dengan apa yang diharapkannya. Penelitian ini dilakukan untuk mengetahui tingkat kepuasan masyarakat terhadap pelayanan kesehatan di Puskesmas Cilembang Kota Tasikmalaya tahun 2023. Penelitian ini menggunakan desain *cross sectional*. Variabel dalam penelitian ini meliputi dimensi *interpersonal manner*, *technical quality*, *accessibility/convenience*, *finances*, *efficacy/outcomes*, *continuity*, *physical environment* dan *availability*. Populasi dalam penelitian ini adalah seluruh masyarakat yang datang berkunjung dan mendapatkan pelayanan kesehatan di Puskesmas Cilembang Kota Tasikmalaya dari bulan Januari 2023 – bulan Juni 2023. Teknik pengambilan sampel ditentukan dengan melihat tabel sampel *Krejcie* dan *Morgan* sebanyak 370 responden. Hasil penelitian menunjukkan bahwa tingkat kepuasan masyarakat pada dimensi *interpersonal manner* 90,0% (tinggi), *technical quality* 78,6% (tinggi), *accessibility/convenience* 44,3% (sedang), *finances* 68,1% (sedang), *efficacy/outcomes* 78,9% (tinggi), *continuity* 76,8% (sedang), *physical environment* 56,2% (tinggi) dan *availability* 80,8% (tinggi) dengan tingkat kepuasan berdasarkan perhitungan secara keseluruhan 68,6% (tinggi). Puskesmas perlu melakukan peningkatan kualitas pelayanan pada dimensi *accessibility/convenience*, *finances* dan *continuity*, melakukan pengontrolan dan penegasan pada setiap tenaga kesehatan agar konsisten memberikan pelayanan sesuai dengan prosedur, proses, cepat, ramah dan sopan serta sesuai dengan jadwal yang telah ditetapkan sehingga tingkat kepuasan masyarakat lebih tinggi dan semua pengguna layanan merasakan pelayanan yang sesuai dengan harapan.

Kata Kunci : Kepuasan Masyarakat, Pelayanan Kesehatan, Puskesmas

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

MILA ROMADHATUN NISA

***SURVEY OF COMMUNITY SATISFACTION WITH HEALTH SERVICES AT
CILEMBANG HEALTH CENTER, TASIKMALAYA CITY, 2023***

Patient satisfaction is a health service outcome. Patient satisfaction arises as a result of the performance of health services obtained after the patient compares it with what he expected. This research was conducted to determine the level of community satisfaction with health services at the Cilembang Health Center, Tasikmalaya City in 2023. This research used a cross sectional design. The variables in this research include the dimensions of interpersonal manner, technical quality, accessibility/convenience, finances, efficacy/outcomes, continuity, physical environment and availability. The population in this study were all people who came to visit and receive health services at the Cilembang Health Center, Tasikmalaya City from January 2023 - June 2023. The sampling technique was determined by looking at the Krejcie and Morgan sample table of 370 respondents. The results of the research show that the level of community satisfaction in the interpersonal manner dimensions is 90.0% (high), technical quality 78.6% (high), accessibility/convenience 44.3% (medium), finances 68.1% (medium), efficacy /outcomes 78.9% (high), continuity 76.8% (medium), physical environment 56.2% (high) and availability 80.8% (high) with an overall level of satisfaction based on calculations of 68.6% (high). Community health centers need to improve the quality of service in the dimensions of accessibility/convenience, finances and continuity, control and emphasize each health worker so that they consistently provide services in accordance with procedures, processes, quickly, friendly and polite and in accordance with predetermined schedules so that the level of community satisfaction higher and all service users feel the service is in line with expectations.

Keywords: *Community Satisfaction, Health Services, Community Health Center*