

**ABSTRAK**

**SANI NUR AISAH**

**HUBUNGAN KUALITAS PELAYANAN KESEHATAN TERHADAP  
KUPUASAN PASIEN RAWAT JALAN DI POLI UMUM PUSKESMAS  
MANGKUBUMI TAHUN 2023**

Kualitas pelayanan kesehatan merupakan salah satu faktor penting dalam pemanfaatan layanan Puskesmas. Kepuasan pasien merupakan salah satu tujuan dari peningkatan kualitas layanan. Jenis penelitian ini termasuk penelitian survei analitik dengan desain Cross Sectional yaitu suatu penelitian untuk mempelajari dinamika hubungan antara faktor-faktor terhadap suatu akibat, melalui pendekatan observasi. Teknik yang digunakan dalam pengambilan Sampel pada penelitian ini yaitu menggunakan teknik *accidental sampling* dimana pasien didapatkan secara kebetulan datang dan menerima pelayanan kesehatan di Puskesmas Mangkubumi. Hasil penelitian menunjukkan nilai  $p < 0,000 < 0,05$  yang artinya ada hubungan. Hasil yang didapatkan pada penelitian ini yaitu Ada hubungan antara kualitas pelayanan kehandalan (*reliability*), daya tanggap (*responsiveness*), jaminan (*assurance*), perhatian (*empathy*) dan bukti fisik (*tangibles*) terhadap kepuasan pasien di puskesmas Mangkubumi Kota Tasikmalaya tahun 2023. Saran yang diberikan bagi Puskesmas yaitu petugas harus selalu ada dibagian luar ruangan puskesmas untuk melakukan pengecekan suhu tubuh sebelum pasien masuk ke ruangan Puskesmas, diperlukan upaya peningkatan respon petugas secara cepat dalam melayani pasien, dilakukan peningkatan dan perbaikan yang berkaitan dengan fasilitas sarana dan prasana yang menunjang sesuai dengan perkembangan zaman.

Kata Kunci: Kehandalan; Jaminan, Kualitas pelayanan, Kepuasan, Kesehatan

**ABSTRACT**

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***THE RELATIONSHIP BETWEEN QUALITY OF HEALTH SERVICES TO  
OUTPATIENT SATISFACTION AT THE GENERAL POLY OF  
MANGKUBUMI HEALTH CENTER, 2023***

*The quality of health services is an important factor in the utilization of Puskesmas services. Patient satisfaction is one of the goals of improving service quality. This type of research includes analytic survey research with a cross sectional design, namely a study to study the dynamics of the relationship between factors and an effect, through an observational approach. The technique used in sampling in this study was using an accidental sampling technique where patients were found by chance to come and receive health services at the Mangkubumi Health Center. The results showed a p-value of  $0.000 < 0.05$ , which means there is a relationship. The results obtained in this study are that there is a relationship between the quality of service reliability (reliability), responsiveness (responsiveness), assurance (assurance), attention (empathy) and physical evidence (tangibles) on patient satisfaction at the Mangkubumi Health Center, Tasikmalaya City in 2023. Suggestions given to the Puskesmas, namely that officers must always be outside the Puskesmas room to check body temperature before the patient enters the Puskesmas room, efforts are needed to increase the response of officers quickly in serving patients, improvements and improvements are made related to supporting facilities and infrastructure according to with the times.*

*Keywords: Reliability; Guarantee, Quality of Service, Satisfaction, Health*