

ABSTRAK

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HUBUNGAN KUALITAS PELAYANAN TUBERKULOSIS DENGAN KEPUASAN PASIEN BERDASARKAN DIMENSI QUOTE TB LIGHT DI PUSKESMAS KECAMATAN KAWALU KOTA TASIKMALAYA TAHUN 2021

Pada tahun 2019, Indonesia menempati urutan ke 14 negara kontributor beban TB (Tuberkulosis) terbesar. Salah satu provinsi di Indonesia yaitu Jawa Barat terjadi peningkatan kasus dari tahun 2018-2019 dan tahun 2020 angka keberhasilan pengobatan hanya terealisasi 73,16% dari target 89%. Hal tersebut perlu dianalisis lebih lanjut dari segi kualitas pelayanan. Metode khusus untuk menilai kualitas pelayanan TB dari perspektif pasien yaitu *Quote TB Light (Quality of Care as seen through the Eyes of the Patient Tuberculosis)*. Untuk mengetahui hubungan kualitas pelayanan tuberkulosis dengan kepuasan pasien berdasarkan dimensi *Quote TB Light* di Puskesmas Kecamatan Kawalu Kota Tasikmalaya tahun 2021. Jenis penelitian analitik melalui pendekatan *cross sectional* dengan metode kuantitatif. Teknik pengambilan sampel menggunakan *total sampling* yang berjumlah 57 pasien TB kategori 1 yang terdaftar pada bulan Januari sampai Juni tahun 2021. Analisis penelitian ini terdiri dari analisis univariat dan analisis bivariat dengan menggunakan *chi square* dengan bantuan *software* program SPSS. Ada hubungan antara kualitas dimensi ketersediaan layanan TB (*p value* = 0,000), komunikasi dan informasi (*p value* = 0,000), interaksi pasien-petugas TB dan konseling (*p value* = 0,001), kaitan TB-HIV (*p value* = 0,000), infrastruktur (*p value* = 0,001), kompetensi profesional (*p value* = 0,003), keterjangkauan (*p value* = 0,001), stigma (*p value* = 0,001) dengan kepuasan pasien di Puskesmas Kecamatan Kawalu Kota Tasikmalaya Tahun 2021. Ada hubungan antara seluruh dimensi *Quote TB Light* dengan kepuasan pasien. Oleh karena itu, disarankan untuk lebih meningkatkan kinerja kualitas pelayanan TB yang masih kurang optimal terutama dimensi ketersediaan layanan TB.

Kepustakaan : 2009 - 2021

Kata Kunci : TB, Kualitas pelayanan, Kepuasan Pasien, Quote TB Light

ABSTRACT

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RELATIONSHIP OF TUBERCULOSIS SERVICE QUALITY WITH PATIENT SATISFACTION BASED ON TB LIGHT QUOTE DIMENSIONS IN PRIMARY HEALTH CENTER KAWALU DISTRICT, TASIKMALAYA CITY IN 2021

In 2019, Indonesia ranks the 14th biggest TB (Tuberculosis) burden contributor. In one of the provinces in Indonesia, namely West Java, there was an increase in cases from 2018-2019 and in 2020 the treatment success rate was only realized at 73.16% of the 89% target. This needs to be analyzed further in terms of service quality. A special method to assess the quality of TB services from the patient's perspective is the Quote TB Light (Quality of Care as seen through the Eyes of the Patient Tuberculosis). To determine the relationship between the quality of tuberculosis services and patient satisfaction based on the dimensions Quote TB Light at the Primary Health Center Kawalu District, Tasikmalaya City in 2021. This type of research is analytical through approach cross sectional with quantitative methods. The sampling technique used a total sampling of 57 TB first category of patients registered from January to June 2021. The analysis of this study consisted of univariate analysis and bivariate analysis using chi-square with the help of software of SPSS program. There is a relationship between the quality dimensions of TB service availability (p -value = 0.000), communication and information (p -value = 0.000), patient-TB staff interaction and counseling (p -value = 0.001), TB-HIV relationship (p -value = 0.000), infrastructure (p -value = 0.001), professional competence (p -value = 0.003), affordability (p -value = 0.001), stigma (p -value = 0.001) with patient satisfaction at the Kawalu District Health Center, Tasikmalaya City in 2021. There is a relationship between all dimensions of Quote TB Light with patient satisfaction. Therefore, it is recommended to further improve the performance of quality of TB services which are still less than optimal especially for the dimensions of TB service availability.

Literature : 2009 - 2021

Keywords : TB, Quality of service, Patient Satisfaction, Quote TB Light