

ABSTRAK

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Hubungan Dimensi Mutu Pelayanan Kesehatan Terhadap Kepuasan Pasien Peserta BPJS Di Puskesmas Cipedes Pada Masa Pandemi COVID-19

Sistem Jaminan Sosial Nasional sendiri adalah suatu tata cara penyelenggaraan program jaminan sosial oleh beberapa badan penyelenggara jaminan sosial, sehingga dibentuklah suatu Badan Penyelenggaraan Jaminan Sosial atau yang biasa kita sebut sebagai BPJS. Sistem Jaminan Sosial Nasional sendiri adalah suatu tata cara penyelenggaraan program jaminan sosial oleh beberapa badan penyelenggara jaminan sosial. Tujuan penelitian ini adalah untuk mengetahui hubungan antara dimensi mutu pelayanan kesehatan terhadap kepuasan pasien peserta BPJS di Puskesmas Cipedes, Kecamatan Cipedes pada masa pandemi COVID-19. Penelitian menggunakan studi analitik dengan desain penelitian *cross sectional*. Populasi dalam penelitian ini adalah pasien yang datang ke Puskesmas Cipedes dan sampel untuk penelitian ini berjumlah 208 orang dengan menggunakan metode pengambilan sampel secara *accidental sampling*. Analisis data dalam penelitian ini dengan menggunakan SPSS dan kriteria $\alpha = 0.05$. Hasil penelitian menunjukkan ada hubungan dimensi *reliability* ($p=0.00$), *responsiveness* ($p=0.00$), *assurance* ($p=0.00$), *empathy* ($p=0.00$) dan *tangible* ($p=0.00$) dengan kepuasan pasien BPJS pada masa pandemi COVID-19. Kesimpulannya yaitu, ada hubungan antara dimensi *reliability*, *responsiveness*, *assurance*, *empathy* dan juga *tangible* dengan kepuasan pasien peserta BPJS pada masa pandemi COVID-19. Untuk saran, yaitu lebih meningkatkan kembali pelayanan kelima dimensi tersebut, yaitu dimensi *reliability*, *responsiveness*, *assurance*, *empathy* dan juga *tangible* agar pelayanan yang didapatkan oleh pasien lebih baik dan lebih meningkatkan kepuasan pasien di masa Pandemi COVID-19 seperti sekarang.

Kata Kunci : *Reliability, Responsiveness, Assurance, Empathy, Tangible, Kepuasan Pasien*

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The Relationship between the Dimensions of Health Service Quality and Patient Satisfaction of BPJS Participants at the Cipedes Health Center during the Pandemic of COVID-19

ABSTRACT

The National Social Security System itself is a procedure for administering social security programs by several social security administering bodies, so that a Social Security Administration Agency or what we usually call BPJS is formed. The National Social Security System itself is a procedure for administering social security programs by several social security administering bodies. The purpose of this study was to determine the relationship between the dimensions of the quality of health services on the satisfaction of BPJS participant patients at the Cipedes Health Center, Cipedes District during the pandemic of COVID-19. The study used an analytic study with a cross sectional research design. The population in this study were patients who came to the Cipedes Health Center and the sample for this study amounted to 208 peoples, the method of this study is by accidental sampling. Data analysis in this study using SPSS and criteria $\alpha = 0.05$. The results showed that there was a relationship between the dimensions of reliability ($p=0.00$), responsiveness ($p=0.00$), assurance ($p=0.00$), empathy ($p=0.00$) and tangibles (0.00) with BPJS patient satisfaction during the pandemic of COVID-19. The conclusion, there is a relationship between the dimensions of reliability, responsiveness, assurance, empathy and also tangibles with patient satisfaction of BPJS participants during the pandemic of COVID-19. The suggestion, to further improve the service of the five dimensions, namely the dimensions of reliability, responsiveness, assurance, empathy and also tangibles so that the services obtained by patients are better and further increase patient satisfaction during the pandemic of COVID-19 as it is now.

Keyword : Reliability, Responsiveness, Assurance, Empathy, Tangible, Patient's Satisfaction