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PROGRAM STUDI KESEHATAN MASYARAKAT
PEMINATAN ADMINISTRASI KEBIJAKAN KESEHATAN
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ABSTRAK

RAGITA PUJI LESTARI

**HUBUNGAN KUALITAS FUNGSIONAL DENGAN KEPUASAN PASIEN
DI POLI BP GIGI UPTD PUSKESMAS RAWAT INAP JATINANGOR**

Kualitas pelayanan kesehatan mempengaruhi kepuasan pasien, semakin baik kualitas yang diberikan maka tingkat kepuasan pasien akan semakin tinggi, begitupun sebaliknya. Tujuan penelitian ini yaitu untuk menganalisis hubungan kualitas fungsional aspek *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* dengan kepuasan pasien aspek *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* di Poli BP Gigi UPTD Puskesmas Jatinangor. Penelitian ini merupakan penelitian kuantitatif dengan pendekatan *cross sectional*. Populasi penelitian ini adalah seluruh pasien di Poli BP Gigi yang menerima pelayanan dengan jumlah sampel 126 orang dengan menggunakan teknik *accidental sampling*. Data diperoleh dengan pengisian kuesioner melalui wawancara langsung kepada pasien yang sudah menerima pelayanan. Analisis data yang digunakan adalah analisis data univariat dan bivariat dengan uji koefisien korelasi *rank spearman*. Hasil penelitian menunjukkan adanya hubungan antara kualitas fungsional dengan kepuasan pasien dalam aspek *responsiveness* (daya tanggap) (*p value* 0,022), aspek *assurance* (jaminan) (*p value* 0,000), aspek *tangible* (bukti fisik) (*p value* 0,000), aspek *empathy* (perhatian) (*p value* 0,000), dan aspek *reliability* (kehandalan) (*p value* 0,000). Oleh karena itu, dapat disimpulkan bahwa ada hubungan antara kualitas fungsional aspek *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* dengan kepuasan pasien aspek *responsiveness*, *assurance*, *tangible*, *empathy*, dan *reliability* di Poli BP Gigi UPTD Puskesmas Jatinangor. Disarankan bagi Puskesmas untuk meningkatkan kualitas pelayanan fungsional khususnya Poli BP Gigi demi meningkatkan kepuasan pasien terhadap pelayanan kesehatan.

Kata Kunci: Kualitas Fungsional, Kepuasan Pasien, Puskesmas, Poli Gigi

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ABSTRACT

RAGITA PUJI LESTARI

**THE RELATIONSHIP BETWEEN FUNCTIONAL QUALITY AND
PATIENT SATISFACTION IN THE DENTAL BP CLINIC UPTD
PUSKESMAS JATINANGOR**

The quality of health services affects patient satisfaction, the better the quality provided, the higher the level of patient satisfaction, and vice versa. The purpose of this study was to analyze the relationship between functional quality aspects of responsiveness, assurance, tangible, empathy, and reliability with patient satisfaction aspects of responsiveness, assurance, tangible, empathy, and reliability at dental poly Jatinangor Health Center. This study is a quantitative study with cross sectional approach. The population of this study were all patients in the dental poly who received services with a sample size of 126 people using accidental sampling technique. Data were obtained by filling out questionnaires through direct interviews with patients who had received services. The data analysis used was univariate and bivariate data analysis with correlation coefficient rank spearman test. The results showed a relationship between functional quality and patient satisfaction in the aspects of responsiveness (p value 0.022), assurance aspects (p value 0.000), tangible aspects (physical evidence) (p value 0.000), empathy aspects (attention) (p value 0.000), and reliability aspects (p value 0.000). Therefore, it can be concluded that there is a relationship between functional quality aspects of responsiveness, assurance, tangible, empathy, and reliability with patient satisfaction aspects of responsiveness, assurance, tangible, empathy, and reliability at dental poly Jatinangor Health Center. It is recommended for the Health Center to improve the quality of functional services, especially dental poly in order to increase patient satisfaction with health services.

Keywords: Functional Quality, Patient Satisfaction, Health Center, Dental Poly