

Tingkat Kepuasan Pasien Di FKTP Rumkitban DKT Mojokerto

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ABSTRAK

Kepuasan pasien merupakan salah satu indikator penting dalam menilai mutu pelayanan kesehatan di Fasilitas Kesehatan Tingkat Pertama (FKTP). Tingkat kepuasan dipengaruhi oleh kualitas pelayanan yang meliputi dimensi *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien di FKTP Rumkitban DKT Mojokerto. Penelitian ini menggunakan desain deskriptif kuantitatif dengan pendekatan *cross-sectional*. Populasi penelitian berjumlah 172 pasien dengan sampel sebanyak 120 responden yang terdiri atas 98 pasien rawat jalan dan 22 pasien rawat inap, yang dipilih menggunakan teknik *accidental sampling*. Pengumpulan data dilakukan setelah memperoleh izin penelitian dan persetujuan responden melalui *informed consent*. Selanjutnya, responden mengisi kuesioner kepuasan pasien berdasarkan lima dimensi SERVQUAL untuk mengukur *patient experience* terhadap pelayanan yang diterima. Data yang telah terkumpul diperiksa kelengkapannya melalui proses *editing*, *coding*, *entry data*, dan *cleaning*, kemudian dianalisis menggunakan distribusi frekuensi dan persentase. Hasil penelitian menunjukkan bahwa sebagian besar responden berada pada kategori puas, yaitu sebanyak 68 responden (56,7%), sedangkan 52 responden (43,3%) berada pada kategori sangat puas. Berdasarkan dimensi kualitas pelayanan, dimensi *tangibles*, *responsiveness*, *assurance*, dan *empathy* berada pada kategori sangat puas, sedangkan dimensi *reliability* berada pada kategori puas. Disimpulkan bahwa tingkat kepuasan pasien di FKTP Rumkitban DKT Mojokerto berada pada kategori puas. Oleh karena itu, peningkatan kualitas pelayanan, khususnya pada dimensi *reliability*, perlu terus dilakukan untuk mempertahankan dan meningkatkan kepuasan serta *patient experience* pasien.

Kata kunci: Kepuasan Pasien, Kualitas Pelayanan , FKTP, Pelayanan Kesehatan.

1. Pendahuluan

Pelayanan kesehatan merupakan tingkat keunggulan pelayanan yang mempertimbangkan kepentingan pengguna layanan kesehatan sekaligus memenuhi kebutuhan pasien sesuai dengan standar pelayanan, memanfaatkan sumber daya secara efektif dan efisien, serta memberikan pelayanan yang aman, bermutu, dan sesuai dengan norma serta etika (Prasetyo et al., 2024). Kepuasan pasien merupakan salah satu indikator penting dalam menilai mutu pelayanan kesehatan karena mencerminkan kesesuaian antara pelayanan yang diterima dengan harapan pasien. Semakin baik kualitas pelayanan yang diberikan, semakin tinggi pula tingkat kepuasan pasien terhadap pelayanan kesehatan yang diterimanya (Kotler & Keller, 2019). Oleh karena itu, peningkatan mutu pelayanan menjadi perhatian utama setiap fasilitas pelayanan kesehatan, khususnya pada Fasilitas Kesehatan Tingkat Pertama (FKTP), sebagai upaya mewujudkan pelayanan yang berorientasi pada kebutuhan pasien.

Kepuasan pasien telah menjadi salah satu indikator utama dalam evaluasi mutu pelayanan kesehatan di berbagai negara. *World Health Organization* (2024) menyebutkan bahwa kepuasan pasien merupakan bagian penting dalam penilaian kualitas pelayanan kesehatan. Di Indonesia, peningkatan mutu pelayanan kesehatan juga menjadi fokus Kementerian Kesehatan Republik Indonesia. Berdasarkan laporan Kementerian Kesehatan Republik Indonesia (2023), capaian sertifikasi FKTP baru mencapai 54,23% dari target 80%, sedangkan fasilitas rujukan memenuhi 63,74%

standar mutu pelayanan. Selain itu, masih ditemukan berbagai kendala dalam pelayanan kesehatan, seperti lamanya waktu tunggu pelayanan, komunikasi tenaga kesehatan yang belum optimal, serta kecepatan petugas dalam memberikan pelayanan. Kondisi tersebut menunjukkan bahwa evaluasi terhadap kualitas pelayanan kesehatan masih perlu dilakukan secara berkelanjutan guna meningkatkan kepuasan pasien.

Berdasarkan hasil studi pendahuluan yang dilakukan di FKTP Rumkitban DKT Mojokerto, diperoleh data pencapaian survei kepuasan pasien pada Januari 2026 sebesar 86,7%, kemudian mengalami penurunan menjadi 79,5% pada Februari 2026. Penurunan tersebut terutama dipengaruhi oleh meningkatnya waktu tunggu pelayanan pada jam-jam sibuk. Studi pendahuluan selanjutnya yang dilakukan pada April 2026 terhadap 10 pasien menunjukkan bahwa 1 responden (10%) memiliki tingkat kepuasan sangat puas, 7 responden (70%) memiliki tingkat kepuasan puas, dan 2 responden (20%) memiliki tingkat kepuasan cukup puas. Meskipun sebagian besar pasien telah menyatakan puas terhadap pelayanan yang diberikan, masih terdapat pasien yang menilai pelayanan belum optimal, terutama pada aspek waktu tunggu pelayanan dan kecepatan petugas dalam memberikan pelayanan. Hasil tersebut menunjukkan bahwa evaluasi mutu pelayanan masih diperlukan sebagai upaya peningkatan kualitas pelayanan di FKTP Rumkitban DKT Mojokerto.

Kepuasan pasien dipengaruhi oleh berbagai aspek kualitas pelayanan. Bleustein et al. (2020) menyatakan bahwa kualitas pelayanan ditentukan berdasarkan penilaian pelanggan terhadap pelayanan yang diterimanya. Nursalam (2020) juga menjelaskan bahwa pelayanan keperawatan yang kurang optimal dapat menurunkan tingkat kepuasan pasien, sedangkan pelayanan yang mampu memenuhi harapan pasien akan meningkatkan kepuasan terhadap pelayanan kesehatan. Salah satu pendekatan yang banyak digunakan untuk menilai kualitas pelayanan adalah dimensi *SERVQUAL* yang meliputi *tangibles* (bukti fisik), *reliability* (keandalan), *responsiveness* (daya tanggap), *assurance* (jaminan), dan *empathy* (empati). Pada penelitian ini, evaluasi difokuskan pada dimensi *tangibles*, *reliability*, dan *responsiveness* karena ketiga dimensi tersebut berkaitan langsung dengan pengalaman pasien selama menerima pelayanan dan merupakan aspek yang paling sering dikeluhkan dalam studi pendahuluan.

Meskipun survei kepuasan pasien telah dilaksanakan secara berkala di FKTP Rumkitban DKT Mojokerto, evaluasi yang secara khusus menggambarkan tingkat kepuasan pasien berdasarkan dimensi *tangibles*, *reliability*, dan *responsiveness* masih belum dilakukan secara komprehensif. Padahal, informasi tersebut diperlukan untuk mengidentifikasi aspek pelayanan yang masih memerlukan perbaikan sehingga strategi peningkatan mutu pelayanan dapat disusun secara lebih tepat sasaran. Oleh karena itu, penelitian ini penting dilakukan sebagai dasar

evaluasi mutu pelayanan sekaligus memberikan informasi yang dapat dimanfaatkan oleh FKTP Rumkitban DKT Mojokerto dalam meningkatkan kualitas pelayanan kesehatan. Selain itu, hasil penelitian diharapkan dapat menjadi referensi bagi tenaga kesehatan, institusi pendidikan, serta peneliti selanjutnya dalam pengembangan ilmu keperawatan dan manajemen pelayanan kesehatan.

Berdasarkan uraian tersebut, penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien di FKTP Rumkitban DKT Mojokerto berdasarkan dimensi *tangibles* (bukti fisik), *reliability* (keandalan), dan *responsiveness* (daya tanggap).

2. Metode

Penelitian ini menggunakan desain penelitian deskriptif kuantitatif dengan pendekatan *cross-sectional*. Pengumpulan data dilakukan pada satu waktu untuk menggambarkan tingkat kepuasan pasien di FKTP Rumkitban DKT Mojokerto tanpa menganalisis hubungan maupun pengaruh antarvariabel.

Penelitian dilaksanakan di FKTP Rumkitban DKT Mojokerto selama empat minggu. Populasi penelitian adalah seluruh pasien yang memperoleh pelayanan kesehatan di FKTP Rumkitban DKT Mojokerto sebanyak 172 pasien. Besar sampel dihitung menggunakan rumus Slovin dengan tingkat kesalahan 5%, sehingga diperoleh jumlah sampel sebanyak 120 responden. Pengambilan sampel dilakukan menggunakan teknik *accidental sampling*, yaitu responden yang secara kebetulan ditemui peneliti dan memenuhi kriteria inklusi serta eksklusi penelitian. Kriteria inklusi meliputi pasien yang memperoleh

pelayanan di FKTP Rumkitban DKT Mojokerto, berusia ≥ 17 tahun, bersedia menjadi responden, serta mampu membaca dan memahami kuesioner. Adapun kriteria eksklusi meliputi pasien yang tidak bersedia menjadi responden, memiliki kondisi yang tidak memungkinkan untuk mengisi kuesioner, serta mengembalikan kuesioner yang tidak lengkap.

Variabel penelitian adalah tingkat kepuasan pasien terhadap pelayanan kesehatan di FKTP Rumkitban DKT Mojokerto. Pengukuran dilakukan menggunakan kuesioner kepuasan pasien yang diadaptasi dari instrumen Yustikadevi (2022) berdasarkan konsep *Service Quality (SERVQUAL)* yang dikembangkan oleh Parasuraman, Zeithaml, dan Berry. Instrumen terdiri atas 22 item pernyataan yang mencakup lima dimensi, yaitu *tangibles* (4 item), *reliability* (5 item), *responsiveness* (4 item), *assurance* (4 item), dan *empathy* (5 item). Pengukuran menggunakan skala Likert empat pilihan, yaitu Sangat Puas, Puas, Tidak Puas, dan Sangat Tidak Puas. Hasil uji validitas menunjukkan seluruh item memiliki nilai r hitung $> r$ tabel (0,361), sedangkan uji reliabilitas memperoleh nilai *Cronbach's Alpha* sebesar 0,977 yang menunjukkan bahwa instrumen valid dan reliabel.

Pengumpulan data diawali dengan memperoleh izin penelitian dan koordinasi dengan pihak FKTP Rumkitban DKT Mojokerto. Selanjutnya, peneliti mengidentifikasi responden sesuai kriteria penelitian, memberikan penjelasan mengenai tujuan penelitian, serta meminta persetujuan

melalui *informed consent*. Responden kemudian mengisi kuesioner secara mandiri, dan peneliti memeriksa kelengkapan jawaban sebelum dilakukan proses *editing*, *coding*, *scoring*, dan *tabulating*. Data dianalisis menggunakan analisis deskriptif dan disajikan dalam bentuk distribusi frekuensi serta persentase untuk menggambarkan tingkat kepuasan pasien di FKTP Rumkitban DKT Mojokerto.

Penelitian ini menerapkan prinsip etika penelitian yang meliputi *informed consent*, *anonymity*, *confidentiality*, *beneficence*, *non-maleficence*, *justice*, dan *respect for human dignity* untuk menjamin hak, keamanan, dan kerahasiaan seluruh responden selama penelitian berlangsung.

3. Hasil

a. Karakteristik Responden

Penelitian ini melibatkan 120 responden yang memperoleh pelayanan kesehatan di FKTP Rumkitban DKT Mojokerto. Berdasarkan karakteristik responden, sebagian besar berusia 17–25 tahun sebanyak 38 responden (31,7%). Responden berjenis kelamin laki-laki dan perempuan memiliki jumlah yang sama, masing-masing sebanyak 60 responden (50,0%). Berdasarkan tingkat pendidikan, mayoritas responden berpendidikan SMA/ sederajat sebanyak 66 responden (55,0%). Berdasarkan pekerjaan, sebagian besar responden termasuk dalam kategori lain-lain sebanyak 57 responden (47,5%). Berdasarkan jenis pelayanan, sebagian besar responden merupakan pasien rawat jalan sebanyak 98 responden (81,7%), sedangkan berdasarkan status pasien mayoritas

merupakan pasien lama sebanyak 83 responden (69,2%). Berdasarkan jenis pembiayaan, sebagian besar responden menggunakan BPJS sebanyak 102 responden (85,0%).

Tabel 1 Karakteristik 120 Responden

Karakteristik	n	%
Usia		
17–25 tahun	38	31,7
26–35 tahun	13	10,8
36–45 tahun	32	26,7
46–55 tahun	17	14,2
>55 tahun	20	16,7
Jenis Kelamin		
Laki-laki	60	50,0
Perempuan	60	50,0
Pendidikan		
SD/Sederajat	16	13,3
SMP/Sederajat	11	9,2
SMA/Sederajat	66	55,0
Diploma/Sarjana	27	22,5
Pekerjaan		
Tidak bekerja	23	19,2
Ibu rumah tangga	23	19,2
Petani	17	14,2
Lain-lain	57	47,5
Jenis Pelayanan		
Rawat jalan	98	81,7
Rawat inap	22	18,3
Status Pasien		
Pasien baru	37	30,8
Pasien lama	83	69,2
Pembayaran		
BPJS	102	85,0
Umum	18	15,0

b. Hasil Analisis Data

Hasil penelitian menunjukkan bahwa sebagian besar responden memiliki tingkat kepuasan dalam kategori puas sebanyak 68 responden (56,7%),

Tabel 2 Tingkat Kepuasan Pasien

Kategori	n	%
Sangat Puas	52	43,3
Puas	68	56,7
Cukup Puas	0	0
Tidak Puas	0	0
Sangat Tidak Puas	0	0
Total	120	100,0

Berdasarkan penilaian pada setiap dimensi kualitas pelayanan,

dimensi *tangibles* (bukti fisik), *responsiveness* (daya tanggap), *assurance* (jaminan), dan *empathy* (empati) berada pada kategori sangat puas, sedangkan dimensi *reliability* (keandalan) berada pada kategori puas.

Tabel 3 Tingkat Kepuasan Berdasarkan Dimensi Kualitas Pelayanan

Dimensi	Kategori
<i>Tangibles</i>	Sangat Puas
<i>Reliability</i>	Puas
<i>Responsiveness</i>	Sangat Puas
<i>Assurance</i>	Sangat Puas
<i>Empathy</i>	Sangat Puas

Secara keseluruhan, hasil penelitian menunjukkan bahwa tingkat kepuasan pasien di FKTP Rumkitban DKT Mojokerto berada pada kategori puas hingga sangat puas, dengan dimensi *assurance* merupakan dimensi yang memperoleh penilaian tertinggi. Kondisi tersebut menunjukkan bahwa kualitas pelayanan yang diberikan telah memenuhi harapan sebagian besar pasien, meskipun dimensi *reliability* masih memerlukan perhatian untuk meningkatkan mutu pelayanan secara berkelanjutan.

4. Pembahasan

Hasil penelitian menunjukkan bahwa sebagian besar responden memiliki tingkat kepuasan pada kategori puas (56,7%), sedangkan 43,3% responden berada pada kategori sangat puas. Tidak terdapat responden yang berada pada kategori cukup puas, tidak puas, maupun sangat tidak puas. Temuan tersebut menunjukkan bahwa pelayanan yang diberikan di FKTP Rumkitban DKT Mojokerto secara umum telah memenuhi harapan pasien. Kepuasan pasien mencerminkan keberhasilan fasilitas kesehatan dalam memberikan

pelayanan yang sesuai dengan kebutuhan dan harapan pengguna layanan. Menurut Kotler dan Keller (2019), kepuasan pasien merupakan hasil perbandingan antara harapan pasien dengan pelayanan yang diterima. Apabila pelayanan yang diberikan sesuai atau melebihi harapan pasien, maka pasien akan merasa puas terhadap pelayanan tersebut.

Tingginya tingkat kepuasan pasien pada penelitian ini didukung oleh kondisi pelayanan di FKTP Rumkitban DKT Mojokerto yang telah mampu memberikan pelayanan kesehatan secara menyeluruh melalui pelayanan rawat jalan, rawat inap, pelayanan farmasi, pelayanan gawat darurat, serta didukung oleh tenaga kesehatan yang profesional. Selain itu, sebagian besar responden merupakan pasien lama (69,2%) sehingga telah memiliki pengalaman berulang dalam menerima pelayanan di fasilitas kesehatan tersebut. Pengalaman pelayanan yang baik dapat membentuk kepercayaan dan meningkatkan persepsi positif terhadap kualitas pelayanan yang diberikan.

Berdasarkan dimensi kualitas pelayanan, dimensi *tangibles*, *responsiveness*, *assurance*, dan *empathy* berada pada kategori sangat puas, sedangkan dimensi *reliability* berada pada kategori puas. Hasil tersebut menunjukkan bahwa pasien memberikan penilaian yang sangat baik terhadap kondisi sarana dan prasarana, daya tanggap petugas, jaminan pelayanan, serta sikap empati tenaga kesehatan. Menurut Parasuraman, Zeithaml, dan Berry dalam konsep *SERVQUAL*, kualitas pelayanan dipengaruhi oleh lima

dimensi utama, yaitu *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Kelima dimensi tersebut berperan dalam membentuk persepsi pasien terhadap mutu pelayanan yang diterima.

Dimensi *tangibles* yang berada pada kategori sangat puas menunjukkan bahwa kondisi fasilitas, kebersihan lingkungan, kerapian petugas, serta kelengkapan sarana pelayanan telah memenuhi harapan pasien. Kondisi fisik fasilitas kesehatan yang baik mampu meningkatkan kenyamanan pasien selama memperoleh pelayanan. Sementara itu, dimensi *responsiveness* juga memperoleh kategori sangat puas, yang menunjukkan bahwa petugas dinilai sigap dalam memberikan pelayanan, merespons kebutuhan pasien, serta memberikan informasi yang diperlukan secara cepat dan jelas. Dimensi *assurance* memperoleh kategori sangat puas karena pasien merasa yakin terhadap kompetensi tenaga kesehatan, memperoleh rasa aman selama menerima pelayanan, serta mendapatkan pelayanan yang sopan dan profesional. Selain itu, dimensi *empathy* menunjukkan kategori sangat puas yang mengindikasikan bahwa tenaga kesehatan telah mampu memberikan perhatian, kepedulian, dan komunikasi yang baik kepada pasien. Berbeda dengan dimensi lainnya, dimensi *reliability* masih berada pada kategori puas. Hasil ini menunjukkan bahwa meskipun pelayanan telah dinilai baik, aspek keandalan masih memerlukan peningkatan, terutama berkaitan dengan ketepatan waktu pelayanan dan konsistensi petugas dalam memberikan pelayanan sesuai

prosedur. Temuan ini sejalan dengan hasil studi pendahuluan yang menunjukkan bahwa keluhan utama pasien berkaitan dengan lamanya waktu tunggu pelayanan pada jam-jam sibuk. Oleh karena itu, peningkatan efisiensi alur pelayanan dan pengelolaan waktu pelayanan menjadi salah satu upaya yang dapat dilakukan untuk meningkatkan dimensi *reliability*.

Hasil penelitian ini sejalan dengan teori Nursalam (2020) yang menyatakan bahwa kualitas pelayanan keperawatan merupakan salah satu faktor utama yang memengaruhi kepuasan pasien. Pelayanan yang cepat, tepat, aman, serta berorientasi pada kebutuhan pasien akan meningkatkan persepsi positif terhadap mutu pelayanan kesehatan. Selain itu, Bleustein et al. (2020) juga menjelaskan bahwa kualitas pelayanan ditentukan berdasarkan penilaian pelanggan terhadap pelayanan yang diterimanya, sehingga persepsi pasien menjadi indikator penting dalam mengevaluasi mutu pelayanan kesehatan.

Implikasi penelitian ini menunjukkan bahwa FKTP Rumkitban DKT Mojokerto perlu mempertahankan kualitas pelayanan pada dimensi *tangibles*, *responsiveness*, *assurance*, dan *empathy* yang telah memperoleh kategori sangat puas. Di sisi lain, evaluasi dan perbaikan terhadap dimensi *reliability* perlu terus dilakukan, terutama melalui peningkatan efisiensi waktu tunggu, ketepatan pelayanan, dan konsistensi pelaksanaan prosedur pelayanan. Hasil penelitian ini juga dapat menjadi dasar bagi manajemen

fasilitas kesehatan dalam menyusun strategi peningkatan mutu pelayanan yang berorientasi pada kepuasan pasien serta menjadi referensi bagi penelitian selanjutnya mengenai evaluasi kualitas pelayanan kesehatan di Fasilitas Kesehatan Tingkat Pertama.

5. Kesimpulan

Berdasarkan hasil penelitian terhadap 120 responden, dapat disimpulkan bahwa tingkat kepuasan pasien di FKTP Rumkitban DKT Mojokerto berada pada kategori puas. Sebagian besar responden (56,7%) menyatakan puas dan 43,3% menyatakan sangat puas terhadap pelayanan yang diberikan, sehingga menunjukkan bahwa pelayanan secara umum telah memenuhi harapan pasien. Berdasarkan dimensi kualitas pelayanan, dimensi *tangibles*, *responsiveness*, *assurance*, dan *empathy* berada pada kategori sangat puas, sedangkan dimensi *reliability* berada pada kategori puas. Hasil penelitian ini menunjukkan bahwa kualitas pelayanan di FKTP Rumkitban DKT Mojokerto telah berjalan dengan baik, namun peningkatan pada dimensi *reliability*, khususnya terkait ketepatan dan konsistensi pelayanan, masih diperlukan untuk mengoptimalkan mutu pelayanan dan meningkatkan kepuasan pasien.

6. Saran

Berdasarkan hasil penelitian, FKTP Rumkitban DKT Mojokerto diharapkan dapat mempertahankan kualitas pelayanan yang telah memperoleh kategori sangat puas, terutama pada dimensi *assurance*, *tangibles*, *responsiveness*, dan *empathy*, serta meningkatkan dimensi *reliability* melalui ketepatan waktu

pelayanan, kepatuhan terhadap *Standard Operating Procedure* (SOP), dan evaluasi mutu secara berkala. Tenaga kesehatan diharapkan terus memberikan pelayanan yang profesional, ramah, dan berorientasi pada kebutuhan pasien. Selain itu, hasil penelitian ini diharapkan dapat dimanfaatkan sebagai referensi bagi institusi pendidikan serta menjadi dasar bagi peneliti selanjutnya untuk mengembangkan penelitian dengan cakupan responden, lokasi, dan variabel yang lebih luas.

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The Level of Patient Experience at FKTP Rumkitban DKT Mojokerto

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ABSTRACT

Patient experience is an important indicator in assessing the quality of healthcare services at Primary Healthcare Facilities (FKTP). The level of patient experience is influenced by service quality, which includes the dimensions of *tangibles*, *reliability*, *responsiveness*, *assurance*, and *empathy*. This study aimed to determine the level of patient experience at the Primary Healthcare Facility (FKTP) of Rumkitban DKT Mojokerto. This study employed a quantitative descriptive research design with a *cross-sectional* approach. The study population consisted of 172 patients, with a sample of 120 respondents, including 98 outpatients and 22 inpatients, selected using the *accidental sampling* technique. Data were collected after obtaining research permission and respondents' informed consent. Subsequently, respondents completed a SERVQUAL-based questionnaire consisting of five service quality dimensions to measure their patient experience. The collected data were processed through *editing*, *coding*, *data entry*, and *cleaning*, and then analyzed using frequency distribution and percentage analysis. The results showed that most respondents were categorized as satisfied, with 68 respondents (56.7%), while 52 respondents (43.3%) were categorized as very satisfied. Based on the dimensions of service quality, the *tangibles*, *responsiveness*, *assurance*, and *empathy* dimensions were categorized as very satisfactory, whereas the *reliability* dimension was categorized as satisfactory. It can be concluded that the level of patient experience at the Primary Healthcare Facility (FKTP) of Rumkitban DKT Mojokerto was generally satisfactory. Therefore, continuous improvement in service quality, particularly in the *reliability* dimension, is necessary to maintain and enhance patient experience.

Keywords: patient satisfaction, service quality, Primary Healthcare Facility (FKTP), healthcare services.

1. Introduction

Healthcare service is a level of service excellence that takes into account the interests of healthcare service users while meeting patients' needs in accordance with service standards, utilizing resources effectively and efficiently, and providing services that are safe, high-quality, and in line with norms and ethics (Prasetyo et al., 2024). Patient satisfaction is one of the key indicators in assessing the quality of healthcare services because it reflects the alignment between the services received and patients' expectations. The better the quality of care provided, the higher the level of patient satisfaction with the healthcare services they receive (Kotler & Keller, 2019). Therefore, improving the quality of care is a top priority for every healthcare facility, particularly Primary Care Facilities (FKTP), as part of efforts to provide patient-centered care.

Patient satisfaction has become one of the key indicators in evaluating the quality of health care services in various countries. *The World Health Organization* (2024) states that patient satisfaction is an important component in assessing the quality of health care services. In Indonesia, improving the quality of health care services is also a priority for the Ministry of Health of the Republic of Indonesia. According to a report by the Ministry of Health of the Republic of Indonesia (2023), the certification rate for primary health care facilities (FKTP) has only reached 54.23% of the 80% target, while referral facilities meet 63.74% of the health care quality standards. In addition, various challenges in healthcare

services remain, such as long wait times, suboptimal communication among healthcare workers, and the speed at which staff provide services. These conditions indicate that the evaluation of healthcare service quality must continue on an ongoing basis to improve patient satisfaction.

Based on the results of a preliminary study conducted at the FKTP Rumkitban DKT Mojokerto, patient satisfaction survey results in January 2026 were 86.7%, which then decreased to 79.5% in February 2026. This decline was primarily influenced by increased wait times for services during peak hours. A subsequent preliminary study conducted in April 2026 involving 10 patients showed that 1 respondent (10%) was "very satisfied," 7 respondents (70%) were "satisfied," and 2 respondents (20%) were "fairly satisfied." Although the majority of patients expressed satisfaction with the services provided, there were still patients who felt the services were not yet optimal, particularly regarding wait times and the speed with which staff provided care. These results indicate that service quality evaluations are still necessary to improve the quality of care at the FKTP Rumkitban DKT Mojokerto.

Patient satisfaction is influenced by various aspects of service quality. Bleustein et al. (2020) state that service quality is determined based on customers' assessments of the service they receive. Nursalam (2020) also explains that suboptimal nursing care can lower patient satisfaction levels, whereas care that meets patients' expectations will increase satisfaction with healthcare services. One widely used approach

to assessing service quality is the *SERVQUAL* framework, which includes the dimensions of *tangibles* (physical evidence), *reliability*, *responsiveness*, *assurance*, and *empathy*. In this study, the evaluation focused on the *tangibles*, *reliability*, and *responsiveness* dimensions because these three dimensions are directly related to patients' experiences while receiving care and were the aspects most frequently cited in preliminary studies.

Although patient satisfaction surveys have been conducted periodically at the FKTP Rumkitban DKT Mojokerto, a comprehensive evaluation specifically assessing patient satisfaction levels based on the dimensions of *tangibles*, *reliability*, and *responsiveness* has not yet been carried out. However, this information is necessary to identify aspects of service that still require improvement so that strategies for enhancing service quality can be developed in a more targeted manner. Therefore, this study is important as a basis for service quality evaluation and to provide information that can be utilized by the FKTP Rumkitban DKT Mojokerto to improve the quality of health services. In addition, the results of this study are expected to serve as a reference for healthcare workers, educational institutions, and future researchers in the development of nursing science and health service management.

Based on the above description, this study aims to determine the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto based on the dimensions of *tangibles* (physical

evidence), *reliability*, and *responsiveness*.

2. Method

This study employed a quantitative descriptive research design with a *cross-sectional* approach. Data collection was conducted at a single point in time to describe the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto without analyzing relationships or influences between variables.

The study was conducted at the FKTP Rumkitban DKT Mojokerto over a four-week period. The study population consisted of all 172 patients who received health care at the FKTP Rumkitban DKT Mojokerto. The sample size was calculated using the Slovin formula with a 5% margin of error, resulting in a sample of 120 respondents. Sampling was performed using *accidental sampling*, in which respondents were randomly encountered by the researchers and met the study's inclusion and exclusion criteria. Inclusion criteria included patients receiving “ ” services at the FKTP Rumkitban DKT Mojokerto, aged ≥ 17 years, willing to participate as respondents, and able to read and understand the questionnaire. Exclusion criteria included patients who were unwilling to participate, had conditions that prevented them from completing the questionnaire, or returned an incomplete questionnaire.

The research variable was the level of patient satisfaction with health services at the FKTP Rumkitban DKT Mojokerto. Measurement was conducted using a patient satisfaction questionnaire

adapted from Yustikadevi's (2022) instrument, based on the *Service Quality (SERVQUAL)* concept developed by Parasuraman, Zeithaml, and Berry. The instrument consists of 22 statements covering five dimensions: *tangibles* (4 items), *reliability* (5 items), *responsiveness* (4 items), *assurance* (4 items), and *empathy* (5 items). Measurements were taken using a four-point Likert scale: Very Satisfied, Satisfied, Dissatisfied, and Very Dissatisfied. The validity test results showed that all items had a calculated *r* value > table *r* (0.361), while the reliability test yielded a *Cronbach's Alpha* value of 0.977, indicating that the instrument is valid and reliable.

Data collection began with obtaining research permission and coordinating with the Primary Health Care Facility (FKTP) at the DKT Mojokerto Military Hospital. Next, the researchers identified respondents based on the study criteria, explained the purpose of the study, and obtained *informed consent*. Respondents then completed the questionnaire independently, and the researchers checked the completeness of the responses before proceeding with *editing, coding, scoring, and tabulation*.

The data were analyzed using descriptive statistics and presented as frequency distributions and percentages to illustrate the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto.

This study adhered to research ethics principles, including *informed consent, anonymity, confidentiality, beneficence, non-maleficence, justice, and respect for human dignity*, to ensure the rights, safety, and

confidentiality of all respondents throughout the study.

3. Results

c. Respondent Characteristics

This study involved 120 respondents who received health care at the FKTP Rumkitban DKT Mojokerto. Based on the respondents' characteristics, the majority were aged 17–25 years, totaling 38 respondents (31.7%). The number of male and female respondents was equal, with 60 respondents (50.0%) in each group. Based on educational level, the majority of respondents had a high school or equivalent education, totaling 66 respondents (55.0%). Based on occupation, the majority of respondents fell into the "other" category, totaling 57 respondents (47.5%). Based on type of service, the majority of respondents were outpatients, totaling 98 respondents (81.7%), while based on patient status, the majority were long-term patients, totaling 83 respondents (69.2%). Based on type of health insurance, the majority of respondents used BPJS, totaling 102 respondents (85.0%).

Table 1: Characteristics of the 120 Respondents

Characteristics	n	%
Age		
17–25 years	38	31.7
26–35 years	13	10.8
36–45 years	32	26.7
46–55 years	17	14.2
>55 years	20	16.7
Gender		
Male	60	50.0
Female	60	50.0
Education		
Elementary	16	13.3
School/Equivalent	High	9.2
Junior		
School/Equivalent		

High School or Equivalent	66	55.0
Diploma/Bachelor's	27	22.5
Degree		
Employment		
Unemployed	23	19.2
Housewife	23	19.2
Farmer	17	14.2
Other	57	47.5
Type of Service		
Outpatient	98	81.7
Inpatient	22	18.3
Patient Status		
New patients	37	30.8
Existing patients	83	69.2
Payment		
BPJS	102	85.0
General	18	15.0

d. Data Analysis Results

The results of the study show that the majority of respondents—68 respondents (56.7%)—reported a level of satisfaction in the “satisfied” category,

Table 2: Patient Satisfaction Levels

Category	n	%
Very Satisfied	52	43.3
Satisfied	68	56.7
Somewhat Satisfied	0	0
Not Satisfied	0	0
Very Dissatisfied	0	0
Total	120	100.0

Based on the assessment of each service quality dimension—*tangibles* (physical evidence), *responsiveness*, *assurance*, and *empathy*—these dimensions fall into the “very satisfied” category, while the *reliability* dimension falls into the “satisfied” category.

Table 3: Satisfaction Levels Based on Service Quality Dimensions

Dimension	Category
<i>Tangibles</i>	Very Satisfied
<i>Reliability</i>	Satisfied
<i>Responsiveness</i>	Very Satisfied
<i>Assurance</i>	Very Satisfied
<i>Empathy</i>	Very Satisfied

Overall, the research results show that patient satisfaction levels at the FKTP Rumkitban DKT Mojokerto fall into the satisfied to very satisfied categories, with the *assurance* dimension receiving the highest rating. This indicates that the quality of service provided has met the expectations of the majority of patients, although the *reliability* dimension still requires attention to ensure continuous improvement in service quality.

4. Discussion

The results of the study show that the majority of respondents fell into the “satisfied” category (56.7%), while 43.3% of respondents fell into the “very satisfied” category. No respondents fell into the “somewhat satisfied,” “dissatisfied,” or “very dissatisfied” categories. These findings indicate that the services provided at the FKTP Rumkitban DKT Mojokerto have generally met patients’ expectations. Patient satisfaction reflects a healthcare facility’s success in providing services that align with the needs and expectations of service users. According to Kotler and Keller (2019), patient satisfaction is the result of comparing patients’ expectations with the services they receive. If the services provided meet or exceed patients’ expectations, then patients will be satisfied with those services.

The high level of patient satisfaction in this study is supported by the quality of care at the FKTP Rumkitban DKT Mojokerto, which has been able to provide comprehensive health care through outpatient, inpatient, pharmacy, and emergency services, all supported by

a professional healthcare staff. In addition, the majority of respondents were returning patients (69.2%), meaning they had repeated experiences receiving care at this healthcare facility. Positive service experiences can build trust and enhance positive perceptions of the quality of care provided.

Based on the dimensions of service quality, the dimensions of *tangibles*, *responsiveness*, *assurance*, and *empathy* fell into the “very satisfied” category, while the *reliability* dimension fell into the “satisfied” category. These results indicate that patients gave very high ratings for the condition of facilities and infrastructure, staff responsiveness, service assurance, and the empathy shown by healthcare workers. According to Parasuraman, Zeithaml, and Berry in the *SERVQUAL* concept, service quality is influenced by five main dimensions: *tangibles*, *reliability*, *responsiveness*, *assurance*, and *empathy*. These five dimensions play a role in shaping patients’ perceptions of the quality of service they receive.

The “*tangibles*” dimension, which fell into the “very satisfied” category, indicates that the condition of the facilities, the cleanliness of the environment, the neat appearance of the staff, and the completeness of service amenities met patients’ expectations. Good physical conditions at healthcare facilities can enhance patient comfort while receiving care. Meanwhile, the “*responsiveness*” dimension also received a “very satisfied” rating, indicating that staff were perceived as prompt in providing services, responsive to patients’ needs, and

quick to provide necessary information clearly. The *assurance* dimension received a “very satisfied” rating because patients felt confident in the competence of healthcare workers, felt safe while receiving care, and received courteous and professional service. Additionally, the *empathy* dimension received a “very satisfied” rating, indicating that healthcare workers were able to provide attention, care, and good communication to patients.

Unlike the other dimensions, the *reliability* dimension remains in the “satisfactory” category. These results indicate that although the service has been rated as good, the reliability aspect still requires improvement, particularly regarding the timeliness of service and the consistency of staff in providing service in accordance with procedures. This finding is consistent with the results of a preliminary study showing that patients’ main complaints relate to long wait times during peak hours. Therefore, improving the efficiency of service workflows and service time management is one of the measures that can be taken to enhance the *reliability* dimension.

The results of this study are consistent with Nursalam’s (2020) theory, which states that the quality of nursing care is one of the main factors influencing patient satisfaction. Care that is prompt, accurate, safe, and oriented toward patients’ needs will enhance positive perceptions of the quality of health care. Furthermore, Bleustein et al. (2020) also explain that service quality is determined based on customers’ assessments of the services they receive, making patient perceptions a key indicator in

evaluating the quality of healthcare services.

The implications of this study indicate that the Primary Health Care Facility (FKTP) at the DKT Mojokerto Military Hospital needs to maintain the quality of its services in the dimensions of *tangibles*, *responsiveness*, *assurance*, and *empathy*, which have been rated as “very satisfied.” On the other hand, evaluation and improvement of the *reliability* dimension need to be continuously carried out, particularly by reducing wait times, ensuring the accuracy of services, and maintaining consistency in the implementation of service procedures. The results of this study can also serve as a basis for healthcare facility management in developing service quality improvement strategies focused on patient satisfaction, as well as a reference for future research on the evaluation of healthcare service quality at Primary Healthcare Facilities.

5. Conclusion

Based on the results of a study of 120 respondents, it can be concluded that the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto falls into the “satisfied” category. The majority of respondents (56.7%) reported being satisfied, and 43.3% reported being very satisfied with the services provided, indicating that the services generally met patients’ expectations. Based on the dimensions of service quality, the dimensions of *tangibles*, *responsiveness*, *assurance*, and *empathy* fell into the “very satisfied” category, while the *reliability* dimension fell into the “satisfied” category. These findings indicate that

service quality at the FKTP Rumkitban DKT Mojokerto is generally good; however, improvements in the *reliability* dimension—particularly regarding the accuracy and consistency of services—are still needed to optimize service quality and further enhance patient satisfaction.

6. Suggestions

Based on the research findings, the Primary Health Care Facility (FKTP) at the DKT Mojokerto Military Hospital is expected to maintain the quality of service that has earned a “very satisfied” rating, particularly in the dimensions of *assurance*, *tangibles*, *responsiveness*, and *empathy*, as well as to improve the *reliability* dimension through timely service delivery, adherence to *Standard Operating Procedures* (SOPs), and periodic quality evaluations. Healthcare workers are expected to continue providing professional, friendly, and patient-centered care. Furthermore, the results of this study are expected to serve as a reference for educational institutions and as a foundation for future researchers to conduct studies with a broader scope of respondents, locations, and variables.

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