

ABSTRACT

The Level of Patient Experience at FKTP Rumkitban DKT Mojokerto

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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.

ABSTRAK

Tingkat Kepuasan Pasien Di FKTP Rumkitban DKT Mojokerto

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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.

BINA SEHAT PPNI

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