

ABSTRAK

Analisis Mutu Pelayanan dan Fasilitas Kesehatan dengan Kepuasan Pasien di Puskesmas Siriwo Kabupaten Nabire.

By : Merlince Kedepa

Mutu pelayanan dan ketersediaan fasilitas merupakan komponen kunci yang menentukan kepuasan pasien pada pelayanan kesehatan primer. Puskesmas Siriwo berstatus Akreditasi Dasar (2023) menghadapi tantangan geografis dan sarana. Penelitian ini bertujuan menganalisis hubungan mutu pelayanan dan fasilitas layanan kesehatan dengan kepuasan pasien di Puskesmas Siriwo.

Penelitian kuantitatif deskriptif analitik ini menggunakan pendekatan *cross-sectional*. Penelitian dilaksanakan pada April–Juli 2026 dengan populasi pasien rawat jalan. Teknik *consecutive* sampling digunakan untuk memperoleh 80 responden sesuai kriteria inklusi dan eksklusi. Pengumpulan data menggunakan lembar ceklist dan kuesioner berbasis SERVQUAL. Analisis data mencakup uji univariat serta bivariat menggunakan *Chi-Square* dan korelasi *Spearman*.

Hasil univariat menunjukkan mayoritas responden menilai mutu pelayanan kurang baik (51,2%), fasilitas kesehatan kurang baik (55,0%), dan merasa tidak puas (52,5%). Hasil bivariat membuktikan hubungan signifikan antara mutu pelayanan dengan kepuasan pasien ($p = 0,001$; $r = 0,364$), serta hubungan signifikan antara fasilitas kesehatan dengan kepuasan pasien ($p = 0,000$; $r = 0,546$). Mutu pelayanan dan fasilitas kesehatan juga berhubungan positif ($p = 0,000$; $r = 0,477$).

Berdasarkan teori SERVQUAL lima dimensi terbukti bahwa fasilitas kesehatan memiliki hubungan paling kuat terhadap kepuasan pasien ($r = 0,546$). Oleh karena itu, perbaikan fasilitas fisik dan alat medis perlu diprioritaskan berdampingan dengan peningkatan mutu pelayanan demi meningkatkan kepuasan pasien serta status akreditasi puskesmas.

Kata Kunci : Mutu Lanyanan, Fasilitas Kesehatan, Kepuasan Pasien, Puskesmas Siriwo, Korelasional

ABSTRACT

Analysis of Service Quality and Health Facilities in Relation to Patient Satisfaction in the Siriwo Community Health Center, Nabire Regency.

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Service quality and facility availability are key components determining patient satisfaction in primary healthcare. The Siriwo Community Health Center (Puskesmas), which holds Basic Accreditation status (2023), faces geographical and infrastructural challenges. This study aims to analyze the relationship between service quality, healthcare facilities, and patient satisfaction at Puskesmas Siriwo.

This study employed a quantitative, descriptive-analytic design with a cross-sectional approach. It was conducted from April to July 2026, targeting an outpatient population. Consecutive sampling was used to recruit 80 respondents based on inclusion and exclusion criteria. Data collection utilized checklists and a SERVQUAL-based questionnaire. Data analysis included univariate and bivariate tests (Chi-Square and Spearman correlation).

Univariate analysis showed that the majority of respondents rated service quality as poor (51.2%) and healthcare facilities as poor (55.0%), and reported dissatisfaction (52.5%). Bivariate results demonstrated a significant relationship between service quality and patient satisfaction ($p = 0.001$; $r = 0.364$), as well as between healthcare facilities and patient satisfaction ($p = 0.000$; $r = 0.546$). A positive relationship was also found between service quality and healthcare facilities ($p = 0.000$; $r = 0.477$).

Based on the five dimensions of the SERVQUAL theory, it is evident that healthcare facilities have the strongest relationship with patient satisfaction ($r = 0.546$). Therefore, improving physical facilities and medical equipment must be prioritized alongside enhancing service quality to boost patient satisfaction and the community health center's accreditation status.

Keywords: Service Quality, Healthcare Facilities, Patient Satisfaction, Siriwo Community Health Center, Correlational