ABSTRAK

ANALISIS HUBUNGAN FASILITAS DAN KUALITAS PELAYANAN KEMOTERAPI TERHADAP KEPUASAN PASIEN DAN KELUARGA YANG MENJALANI KEMOTERAPI DI RS SITI KHODIJAH SIDOARJO

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Kemoterapi merupakan pelayanan kanker yang membutuhkan fasilitas yang memadai serta kualitas pelayanan yang sesuai dengan kebutuhan pasien dan keluarganya. Penelitian ini bertujuan untuk menganalisis hubungan simultan antara fasilitas dan kualitas pelayanan kemoterapi dengan kepuasan pasien dan keluarga di RS Siti Khodijah Sidoarjo. Penelitian ini menggunakan desain kuantitatif analitik korelasional dengan pendekatan *cross-sectional.* Sampel terdiri atas 56 pasien dan 56 anggota keluarga dengan *consecutive sampling* selama 4 minggu. Data dikumpulkan menggunakan kuesioner fasilitas 21 item, kualitas pelayanan 23 item berdasarkan SERVQUAL, serta kepuasan pasien dan keluarga masing-masing 22 item. Analisis menggunakan Analisis Korelasi Kanonik (*Canonical Correlation Analysis*). Hasil menunjukkan bahwa fasilitas dan kualitas pelayanan berada dalam kategori baik, sedangkan kepuasan pasien dan keluarga berada dalam kategori puas. Analisis menunjukkan hubungan simultan yang signifikan antara fasilitas dan kualitas pelayanan dengan kepuasan pasien dan keluarga ($Rc = 0{,}705$; $p < 0{,}001$; $Rc^2 = 0{,}497$). Hubungan tersebut terutama tercermin pada kualitas pelayanan dan tingkat kepuasan pasien. Kesimpulannya, fasilitas dan kualitas pelayanan berhubungan secara simultan dengan kepuasan pasien dan keluarga. Rumah sakit perlu mempertahankan fasilitas dan meningkatkan kualitas pelayanan, terutama dalam hal kenyamanan, keamanan, komunikasi, informasi, edukasi, dan responsivitas.

Kata kunci: Fasilitas Pelayanan; Kualitas Pelayanan; Kepuasan Pasien

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ABSTRACT

ANALYSIS OF THE RELATIONSHIP BETWEEN CHEMOTHERAPY SERVICE FACILITIES AND SERVICE QUALITY WITH PATIENT AND FAMILY SATISFACTION AMONG PATIENTS UNDERGOING CHEMOTHERAPY AT SITI KHODIJAH SIDOARJO HOSPITAL

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Chemotherapy is a cancer treatment service that requires adequate facilities and service quality that meet the needs of patients and their families. This study aimed to analyse the simultaneous relationship between chemotherapy service facilities and service quality and patient and family satisfaction at Siti Khodijah Sidoarjo Hospital. This study used a quantitative correlational analytic design with a cross-sectional approach. The sample included 56 patients and 56 family members, selected using consecutive sampling over a four-week period. Data were collected using a 21-item facilities questionnaire, a 23-item service quality questionnaire based on SERVQUAL, and 22-item patient and family satisfaction questionnaires. Data were analyzed using Canonical Correlation Analysis (CCA). The results showed that chemotherapy service facilities and service quality were generally categorised as good, while patient and family satisfaction were categorised as satisfied. The analysis demonstrated a significant simultaneous relationship between facilities and service quality and patient and family satisfaction ($Rc = 0.705$; $p < 0.001$; $Rc^2 = 0.497$). This relationship was primarily represented by service quality and patient satisfaction. In conclusion, chemotherapy service facilities and service quality were simultaneously associated with patient and family satisfaction. The hospital should maintain adequate facilities and continuously improve service quality, particularly in terms of comfort, safety, communication, information, education, and responsiveness.

Keywords: Service Facilities; Service Quality; Patient Satisfaction

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