



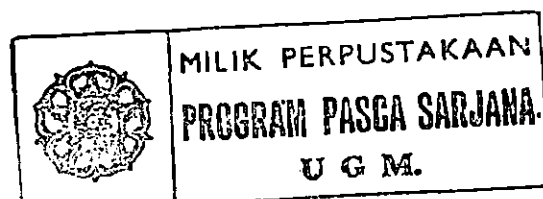
INTISARI

Latar Belakang: Banyak Faktor yang memicu ketidakpuasaan peserta Askes. Hal ini tertermin antara lain dengan tidak semua pasien peserta Askes memiliki kartu, memiliki tetapi tidak menggunakan haknya dalam pelayanan pengobatan. Aspek mutu dalam pelayanan yang diberikan serta prosedur yang dianggapnya berbelit - belit. Tujuan penelitian ini adalah untuk memperoleh gambaran tentang mutu pelayanan kesehatan puskesmas menurut persepsi peserta PT Askes di Kabupaten Sorong.

Metodologi Penelitian: Jenis penelitian deskriptif non eksperimental dengan rancangan cross- sectional. Subjek penelitian ini adalah 110 peserta yang memenuhi kriteria inklusi minimal sudah pernah datang untuk pelayanan kesehatan di puskesmas minimal dalam 3 bulan terakhir. Lokasi penelitian berada di 4 Puskesmas Kabupaten Sorong, Propinsi Papua. Data yang dikumpulkan hasil kuesioner. Uji *Chi-Square*, dan digunakan untuk analisis data.

Hasil Penelitian: Hasil penelitian menunjukkan adanya hubungan yang bermakna antara umur, jenis kelamin, pendidikan dan golongan kepegawaian dengan persepsi peserta Askes tentang mutu pelayanan kesehatan, dengan nilai $p < 0,05$, terdapatnya hubungan yang bermakna antara persepsi terhadap mutu pelayanan saat ini dengan harapan peserta askes pada dimensi (penampilan, kepastian, kepedulian dan perhatian), dengan nilai $p < 0,05$, namun tidak terdapat hubungan bermakna pada dimensi kepercayaan dengan nilai $p > 0,05$. Ada perbedaan yang bermakna antara persepsi terhadap mutu pelayanan yang diharapkan pada semua dimensi (penampilan, kepastian, kepedulian, kepercayaan dan perhatian) dengan nilai $p < 0,05$, dan rerata $gap = 1.01$.

Kesimpulan : Karakteristik sosiodemografik mempunyai hubungan dengan persepsi terhadap mutu pelayanan kesehatan peserta askes .





ABSTRACT

Background: Many factors ignites dissatisfaction of PT. Askes members. This is reflected in the fact that not all patients who are PT. Askes members, have member cards or have member cards but never make use of their right for any treatment services. The poor quality of services and complicated procedures are the main problems. This study was aimed at finding out the fact of health service quality in public health centers based on the perception of PT. Askes members in Sorong regency.

Methods: This was a non-experimental descriptive study using cross-sectional design. The subjects were 110 members fulfilling the criteria i.e. at least they had visited the public health centers within the last three months. The study was located at 4 public health centers in Sorong regency, Papua province. The data were gathered from questionnaires. Chi-square test, long regression test, and t-test were all used to analyze the data.

Results: The results showed that there was significant relationship between age, sex, education, job level and satisfaction of PT. Askes members in term of health service quality, $p < 0.05$. There was significant relationship between perception of present health service quality, and satisfaction of PT. Askes members in the dimensions of performance, surety, care and attention in which $p < 0.05$. There was no significant relationship in the dimension of trust; $p > 0.05$. There was significant difference of perception of expected service quality in all dimensions (performance, surety, care, trust and attention) $p < 0.05$ and the average gap = 1.01.

Conclusion: The sociodemographic characteristic has relationship with satisfaction of health service quality among PT. Askes members