

INTISARI

Latar Belakang: Kepuasan pasien merupakan bagian penting dalam mengevaluasi efektivitas serta meningkatkan kualitas pelayanan kesehatan, terutama dalam hal pelayanan kegawatdaruratan prafasyankes. Kualitas pelayanan kegawatdaruratan prafasyankes yang baik mampu menurunkan angka kejadian mortalitas dan morbiditas. Implementasi Sistem Penanggulangan Gawat Darurat Terpadu (SPGDT) dalam bentuk *Public Safety Center 119 Yogyakarta Emergency Services* (PSC 119 YES) memerlukan sistem evaluasi kepuasan pasien guna meningkatkan pelayanan kegawatdaruratan prafasyankes di Indonesia.

Tujuan Penelitian: Penelitian ini bertujuan untuk mengetahui gambaran kepuasan pasien terhadap layanan kegawatdaruratan prafasyankes PSC 119 YES di Kota Yogyakarta.

Metode: Penelitian ini merupakan penelitian deskriptif kuantitatif melalui pendekatan retrospektif yang melibatkan 85 responden selaku pasien dan/atau keluarga pasien pengguna layanan kegawatdaruratan PSC 119 YES selama bulan Januari hingga September 2023. Kepuasan pasien diukur menggunakan Kuesioner Tingkat Kepuasan Pasien yang meliputi dimensi kehandalan (*reliability*), jaminan (*assurance*), wujud nyata (*tangibles*), kepedulian (*empathy*), dan ketanggapan (*responsiveness*) dengan interpretasi interval skala likert.

Hasil: Hasil penelitian mengungkapkan bahwa 62.4% responden menyatakan sangat puas dan 37.6% lainnya menyatakan puas terhadap layanan kegawatdaruratan PSC 119 YES. Nilai rata-rata kepuasan pasien berdasarkan dimensi kehandalan sebesar $18,26 \pm 2,05$; kepedulian $18,06 \pm 2,08$; jaminan $18,01 \pm 2,10$; wujud nyata $17,78 \pm 2,24$; dan ketanggapan sebesar $17,35 \pm 2,27$.

Kesimpulan: Mayoritas responden menyatakan sangat puas terhadap kualitas pelayanan kegawatdaruratan PSC 119 YES secara umum. Sebagian besar responden menyatakan kepuasannya dalam dimensi kehandalan (*reliability*) serta ketidakpuasannya pada beberapa item dalam dimensi ketanggapan (*responsiveness*).

Kata kunci: gawat darurat, kepuasan, layanan kegawatdaruratan, PSC 119 YES

ABSTRACT

Background: Patient satisfaction is such an important thing in evaluating the effectiveness and improving the quality of care, especially on prehospital emergency services. A good quality of prehospital emergency services as it may be reducing the incidence of mortality and morbidity. Public Safety Center 119 Yogyakarta Emergency Services (PSC 119 YES) as an execution form of Integrated Emergency Medical Services System (IEMSS) needs to develop a patient satisfaction evaluation system in order to improve the quality of prehospital emergency services in Indonesia.

Objective: This study aims to describe the patient satisfaction of PSC 119 YES in Yogyakarta.

Method: This research is a quantitative descriptive study using retrospective method and recruited 85 participants whose used PSC 119 YES from January to September 2023. Patient satisfaction was measured by questionnaire including five of emergency services dimensions such as reliability, assurance, tangibles, empathy, and responsiveness whose values used likert scale intervals.

Result: This study showed that most of the respondents (62.4%) were very satisfied and others (37.6%) were satisfied towards PSC 119 YES. Value of average patient satisfaction based on reliability dimension is $18,26 \pm 2,05$; empathy $18,06 \pm 2,08$; assurance $18,01 \pm 2,10$; tangibles $17,78 \pm 2,24$; and responsiveness about $17,35 \pm 2,27$.

Conclusion: The patient satisfaction towards the quality of PSC 119 YES was found to be very satisfied. Most respondents state their satisfied on the reliability dimension and unsatisfied feeling on several responsiveness dimension items. This result may be beneficial to inform policy makers in developing strategic planning especially in prehospital emergency services.

Keywords: emergency, emergency services, patient satisfaction, PSC 119 YES