

**Latar belakang:** *Supervisi Buktikan dan Lihat Langsung (SiBLing) merupakan supervisi lapangan berbasis walk-through audit untuk memastikan kesesuaian proses pelayanan dengan standar yang ditetapkan, sedangkan kepuasan pasien menjadi indikator luaran mutu pelayanan. Namun, bukti empiris mengenai hubungan antara pelaksanaan SiBLing yang efektif dan kepuasan pasien, khususnya di wilayah kepulauan seperti Kabupaten Biak Numfor, masih terbatas.*

**Tujuan:** *penelitian ini bertujuan menganalisis kesesuaian pelaksanaan SiBLing dengan prinsip supervisi efektif serta hubungannya dengan kepuasan pasien pada FKTP di Kabupaten Biak Numfor.*

**Metode:** *penelitian ini menggunakan metode observasional analitik dengan pendekatan cross sectional study yang bertujuan untuk mengetahui hubungan antara variabel dengan jumlah sampel sebanyak 17 FKTP menggunakan total sampling dan pengolahan data dilakukan menggunakan SPSS versi 22.0 dengan metode analisis data menggunakan uji chi square dengan standar nilai signifikan ( $\alpha = 0.05$ ) dimana setiap pertanyaan dicantumkan dalam Instrumen Penilaian pelaksanaan SiBLing berdasarkan prinsip supervisi efektif*

**Hasil:** *berdasarkan hasil analisis mekanisme kesesuaian penilaian SiBLing penilaian SiBLing yang efektif dengan kategori sesuai sebanyak 10 FKTP (58,8%) dan kategori kurang sesuai sebanyak 7 FKTP (41,2%), penilaian kepuasan pasien dengan kategori puas sebanyak 10 FKTP (58,82%) kurang puas sebanyak 7 FKTP (41,2%) sedangkan pada hasil analisis hubungan dengan uji chi-square diperoleh nilai ( $p = 0,00$ ) yang dimana hipotesis null ( $H_0$ ) ditolak dan hipotesis alternatif ( $H_a$ ) diterima sehingga dapat disimpulkan bahwa ada hubungan antara pelaksanaan SiBLing yang sesuai dengan prinsip supervisi efektif dengan kepuasan pasien pada FKTP di Kabupaten Biak Numfor.*

**Kesimpulan:** *adanya hubungan signifikan antara pelaksanaan Supervisi Buktikan dan Lihat Langsung (SiBLing) yang sesuai dengan prinsip supervisi efektif dan kepuasan pasien di Fasilitas Kesehatan Tingkat Pertama (FKTP) Kabupaten Biak Numfor. Apabila pelaksanaan SiBLing dilakukan secara efektif maka tingkat kepuasan pasien yang tercermin dari rating KESSAN semakin meningkat.*

**Kata kunci:** *FKTP, JKN, Kepuasan Pasien, KESSAN, Supervisi Efektif, Supervisi, SiBLing,*

## ABSTRACT

### **Background:**

*Direct Evidence and Observation Supervision (SiBLing) is a walk-through audit-based field supervision to ensure compliance with established standards, while patient satisfaction serves as an indicator of service quality outcomes. However, empirical evidence on the relationship between effective SiBLing implementation and patient satisfaction, particularly in island regions such as Biak Numfor Regency, remains limited.*

### **Objective:**

*This study aims to analyze the suitability of the implementation of SiBLing with the principles of effective supervision and its relationship with patient satisfaction at FKTP in Biak Numfor Regency.*

### **Methods:**

*This study uses an analytical observational method with a Cross Sectional Study approach which aims to determine the relationship between variables with a sample size of 17 FKTP using total sampling and data processing is carried out using the help of a computer application program SPSS version 22.0 with a data analysis method using the Chi Square Test with a standard significant value ( $\alpha = 0.05$ ) where each question is included in the Supervision Implementation Assessment Instrument Prove and See Directly (SiBLing) based on the Principles of Effective Supervision*

### **Results:**

*Based on the results of the analysis of the SiBLing assessment suitability mechanism, the effective SiBLing assessment with the appropriate category was 10 FKTP (58.8%) and the less appropriate category was 7 FKTP (41.2%), the patient satisfaction assessment with the satisfied category was 10 FKTP (58.82%) less satisfied was 7 FKTP (41.2%) while the results of the relationship analysis with the Chi-Square test obtained a value ( $p = 0.00$ ) where the Null Hypothesis ( $H_0$ )  $H_0$  was rejected and  $H_a$  was accepted so that it can be concluded that there is a relationship between the implementation of SiBLing in accordance with the principles of effective supervision with Patient Satisfaction at FKTP in Biak Numfor Regency.*

### **Conclusion:**

*There is a significant relationship between the implementation of Prove and See Direct Supervision (SiBLing) in accordance with the principles of effective supervision and patient satisfaction at the Primary Health Facilities (FKTP) in Biak Numfor Regency. If SiBLing is implemented effectively, the level of patient satisfaction as reflected in the KESSAN rating will increase.*

### **Keywords:**

*Primary Healthcare Facilities (FKTP), National Health Insurance (JKN), Patient Satisfaction, KESSAN, Effective Supervision, Supervision, SiBLing*