

INTISARI

Latar Belakang: Salah satu acuan indeks kepuasan masyarakat dalam KEP/25/M.PAN/2/2004 adalah kepastian pelayanan. Sistem pendaftaran pada pasien rawat jalan poliklinik spesialis di RS At-Turrots menggunakan sistem perjanjian dikarenakan dokter spesialis tidak mungkin selalu *standby*. Namun oleh satu atau beberapa lain hal, terkadang jam praktik dokter dapat maju atau mundur. Pihak rekam medis kemudian akan mengkonfirmasi adanya perubahan jadwal, namun terkadang pasien atau keluarga pasien tidak dapat dihubungi sehingga tidak mengetahui jika terjadi perubahan waktu praktik dan tidak datang saat pemeriksaan atau terlalu lama dalam menunggu dokter.

Tujuan: mengetahui kepuasan pasien berdasarkan rata-rata kinerja dan harapan, mengetahui kepuasan pasien berdasarkan kesenjangan (*gap*) kinerja dan harapan, menentukan prioritas perbaikan kinerja menggunakan *Importance Performance Analysis* (IPA), mengukur kepuasan menggunakan *Customer Satisfaction Index* (CSI), dan mendeskripsikan kepuasan sistem pendaftaran perjanjian berdasarkan IPA dan CSI.

Metode: Jenis penelitian kuantitatif dengan rancangan penelitian *cross sectional*. Jumlah sampel sebanyak 97 responden menggunakan *random sampling*. Teknik pengumpulan data yang digunakan adalah kuesioner. Analisis data menggunakan IPA dan CSI.

Hasil: Rata-rata kinerja 3,58, rata-rata harapan 4,32. Kesenjangan (*gap*) antara kinerja dan harapan bernilai negatif dengan nilai -0,66. Kesesuaian total 84,46% dan terdapat 5 atribut dalam Kuadran A. Kepuasan pasien total 71,55%. Kepuasan dimensi *assurance* 70,84%.

Kesimpulan: Rata-rata kinerja dikategorikan baik, rata-rata harapan dikategorikan sangat penting. Kesenjangan (*gap*) dikategorikan kurang memuaskan. Kesesuaian total dikategorikan sesuai. Kepuasan pasien total dikategorikan puas. Sistem perjanjian (dimensi *assurance*) termasuk ke dalam Kuadran A dan mendapat nilai kepuasan kedua terendah.

Kata Kunci: *Kepuasan Pasien, Sistem pendaftaran perjanjian, Importance Performance Analysis (IPA), Customer Satisfaction Index (CSI)*

ABSTRACT

Background: One reference to the community satisfaction index in KEP/25/M.PAN/2/2004 is service certainty. The registration system for specialist polyclinics outpatients at At-Turrots Hospital uses an appointment system because specialists cannot always be on standby. But by one or several other things, sometimes the doctor's practice hours can go forward or backward. The medical record party will then confirm a change in schedule, but sometimes the patient or family of the patient cannot be contacted so they do not know if there is a change in practice time and do not arrive at the examination or wait too long for the doctor.

Objective: To know patient satisfaction based on average performance and expectations, to know patient satisfaction based on gap performance and expectations, determining priorities for performance improvement using Importance Performance Analysis (IPA), measuring satisfaction using the Customer Satisfaction Index (CSI), and describing satisfaction of the registration with appointment system based on IPA and CSI.

Method: This type of research is quantitative with cross-sectional study design. Samples are taken as much as 98 respondents using random sampling technique. Data collection technique used questionnaire. Technical data analysis using IPA and CSI. Result: The average of performance is 3,58 and the average of expectations is 4,32. The gap between performance and expectations has a negative value of -0,66. The conformance level is 84,46% and there are 5 attributes in Quadrant A. Total satisfaction patients value is 71,55%. The assurance dimension's satisfaction value is 70,84%.

Conclusion: The average of performance in the good category, the average of expectations in the very important category. Gap in the somewhat dissatisfied. Conformance level in the conformity category. Total satisfaction patients in the satisfied category. Appointment system (dimension assurance) included in Quadrant A and have satisfaction value in the second lowest level.

Keyword: *Patient Satisfaction, Appointment Registration system, Importance Performance Analysis (IPA), Customer Satisfaction Index (CSI)*