

ABSTRAK

Latar Belakang : klinik sebagai penyedia layanan kesehatan berkewajiban memberikan pelayanan yang bermutu, efektif, dan informatif. Pelayanan tersebut dapat diwujudkan melalui penerapan komunikasi interpersonal dalam kegiatan layanan. Peran petugas kesehatan dalam penerapan komunikasi interpersonal menjadi salah satu upaya untuk mendukung layanan kesehatan dapat diterima dengan baik. Klinik GMC Health Center melayani pasien civitas akademika dan umum. Karakteristik pasien yang berbeda seperti demografi, suku, bahasa, dan budaya tentunya menjadi tantangan tersendiri.

Tujuan : mengetahui gambaran kemampuan komunikasi interpersonal petugas kesehatan dan kepuasan pasien di Klinik GMC Health Center.

Metode : menggunakan metode kuantitatif diskriptif dengan pendekatan observasional. Rancangan penelitian menggunakan *cross-sectional* dengan melibatkan 100 responden yang dipilih menggunakan metode *incidental sampling* dengan kriteria inklusi dan eksklusi. Uji validitas menggunakan *pearson product-moment* sementara uji reabilitasnya menggunakan metode *cronbrach's alpha* yang masing-masing tingkat kemaknaannya sebesar 95%.

Hasil : mayoritas responden menilai kemampuan komunikasi interpersonal petugas kesehatan di Klinik GMC Health Center berdasarkan aspeknya adalah sangat setuju. Sebagian besar responden menyatakan puas terhadap penerapan komunikasi interpersonal petugas berdasarkan penilaian terhadap 5 dimensi kepuasan pelanggan.

Kesimpulan : kemampuan komunikasi interpersonal petugas kesehatan Klinik GMC Health Center sudah baik dan pasien merasa puas dengan penerapannya dalam pelayanan. Petugas perlu meningkatkan komunikasi interpersonal dengan cara menjaga konsistensi diberbagai situasi layanan.

Kata Kunci : komunikasi interpersonal, kepuasan, petugas kesehatan, GMC Health Center, kuantitatif deskriptif

ABSTRACT

Background : clinics as health care providers shall be obligated to provide service quality, effective, and informative. This can be achieved through the application of interpersonal communication between persons in health service activities. The role of health workers' in the application of interpersonal communication of the efforts to support the health service can be received well. GMC Health Center clinics serving patients civitas Academica and the public. Characteristics of different patients as demographics, tribe, language, and culture is certainly a challenge all its own.

Objective : knowing the ability of interpersonal communication skills of health workers and patient satisfaction at GMC Health Center Clinic.

Methods : using a descriptive quantitative method with an observational approach. The draft of research uses cross-sectional by involving 100 respondents selected using an incidental sampling method with inclusion and exclusion criteria. The validity test uses Pearson product-moment and reactivity test uses the Cronbrach's Alpha method, each of which use of 95% the level of its efficacy.

Result : the majority of respondents with assessment the interpersonal communication ability of health workers in the GMC Health Center is very agreed. Than, Most of respondents expressed satisfied with the effectuation of interpersonal communication officers with a 5-dimensional satisfaction of customer.

Conclusion: the ability of interpersonal communication of health worker at GMC Health Center Clinic has been good and the patient is satisfied with its application in service. The workers need to improve interpersonal communication by maintaining consistency in various service situations.

Keywords : interpersonal communication, satisfaction, health workers', GMC Health center, descriptive quantitative