

**TINGKAT KEPUASAAN ORANG TUA PASIEN ANAK PENYANDANG  
THALASSEMIA PENERIMA BANTUAN JAMINAN KESEHATAN NASIONAL di  
RSUP DR. SARDJITO TERHADAP PELAKSANAAN PELAYANAN THALASSEMIA**

INTISARI

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**Latar Belakang** : Thalassemia merupakan penyakit genetik hereditas yang membutuhkan biaya besar sejak terdiagnosis hingga sepanjang hidupnya. Biaya tersebut setidaknya berupa transfusi dan obat kelasi besi yang diperlukan untuk meningkatkan kualitas hidup pasien. Hal ini yang mendasari pemerintah mengadakan program bantuan pembiayaan berupa Jaminan Pelayanan Thalassemia pada tahun 2011, yang mulai tahun 2014 berganti dan masuk dalam program JKN. Data mengenai tingkat kepuasan penting untuk dinilai karena kepuasan erat kaitannya dengan kepatuhan kunjungan selanjutnya.

**Tujuan** : Mengetahui tingkat kepuasan orang tua penyandang thalassemia terhadap pelaksanaan pelayanan.

**Metode** : Penelitian ini merupakan penelitian deskriptif analitik pada 31 orang tua pasien anak penyandang thalassemia menggunakan kuesioner kepuasan adaptasi metode SERVQUAL, dengan menganalisa perbedaan kesenjangan antara persepsi dan harapan terhadap pelayanan (*gap analysis*), kemudian dihubungkan dengan data dari karakteristik orangtua (umur, tingkat pendidikan) serta data pasien anak (umur anak terdiagnosis, lama mendapat pelayanan, dan frekuensi transfusi).

**Hasil** : Terdapat kesenjangan antara persepsi dengan harapan pelayanan thalassemia di RSUP Dr. Sardjito pada semua dimensi mutu pelayanan, yaitu *Reliability*(-0,68), *Responsiveness*(-0,64), *Assurance*(-0,52), *Empathy*(-0,61), dan *Tangibles*(-0,46). Terdapat hubungan yang signifikan antara tingkat pendidikan ( $r=-0,43$ ) dan lama terdaftar ( $r=0,36$ ) dengan skor tingkat kepuasan.

**Kesimpulan** : Orang tua belum puas terhadap pelayanan yang diberikan. Semakin tinggi pendidikan orang tua, semakin rendah kepuasan. Semakin lama riwayat kunjungan, semakin tinggi kepuasan.

**Kata Kunci** : Thalassemia, Orang Tua, Tingkat Kepuasan, JKN

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**SATISFACTION LEVEL OF PARENTS OF CHILDREN WITH THALASSEMIA  
at RSUP DR. SARDJITO TOWARDS THALASSEMIA  
MEDICATION SERVICES**

ABSTRACT

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**Background :** Thalassemia is a form of hereditary genetic disorder that requires big curing expenses since first diagnosed until the rest of the patient's life. The above mentioned expense would probably be transfusion and iron chelation agents that are needed to increase the patient's quality of life. This is the reason for the government under to provide financial assistance program, Jaminan Pelayanan Thalassemia in 2011, which has changed and included in JKN program, since 2014. Data regarding satisfaction level is important in terms of patient compliance.

**Objectives :** To discover parents of children with thalassemia satisfaction level.

**Methodology :** This research is a descriptive analytics research in 31 parents of people with thalassemia. The data is obtained by employing satisfaction questionnaire that adapts SERVQUAL method, with analyzing the difference between perception and expectation towards service (gap analysis), then this result will be compared with data from parents characteristic (age and education, and data from the children (age at diagnosed, length get the treatment, and transfusion frequency).

**Result :** This research result alleges that there is a distinction within thalassemia curing treatments in RSUP Dr. Sardjito in entire service quality dimensions, such as Reliability (-0,68), Responsiveness (-0,64), Assurance (-0,52), Empathy (-0,61), and Tangibles (-0,46). There are significant correlation between education ( $r=-0,43$ ) and length get the treatment ( $r=0,36$ ) with satisfaction score.

**Conclusion :** Parents are not yet satisfied with the quality service. The higher parent's education level, impacts on lower satisfaction. The longer the period of the history got the treatment in RSUP Dr.Sardjito, impacts on higher satisfaction.

**Keywords :** Thalassemia, Parents, Satisfaction, JKN

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