

## ABSTRAK

**Latar Belakang:** Jumlah kunjungan pasien rawat jalan di RSU PKU Muhammadiyah Bantul meningkat. Berpedoman pada konsep akreditasi rumah sakit, indikator kepuasan pasien mencerminkan mutu pelayanan rumah sakit yang meliputi aspek administrasi. Terjadi complain terhadap pelayanan yang ada di tempat pendaftaran pasien rawat jalan. Ditemui 9 orang pasien merasa tidak puas karena tidak terlayani dengan baik disebabkan persyaratan administrasi yang kurang lengkap. Selain itu pengoptimalan layanan pendaftaran via telepon untuk pasien lama belum maksimal, belum ada respon dari rumah sakit ketika hendak mendaftar.

**Tujuan:** Menganalisis tingkat kepuasan pasien terhadap cara bayar di tempat pendaftaran pasien rawat jalan RSU PKU Muhammadiyah Bantul.

**Metode:** Jenis penelitian ini adalah analitik dengan pendekatan kuantitatif dan rancangan *cross-sectional*. Sampel yang diambil sebanyak 100 pasien. Teknik pengumpulan data menggunakan kuisioner dan observasi. Teknik analisis data menggunakan uji *kruskal-wallis*.

**Hasil:** Dari 100 responden, tingkat kepuasan tertinggi terletak pada dimensi *reliability* dan tingkat kepuasan terendah terletak pada dimensi *tangible*. Perbedaan kepuasan pasien terhadap cara bayar pasien BPJS keseluruhan terletak dalam kategori puas. Sebesar 14,06% menyatakan sangat puas, 57,81% menyatakan puas dan 28,12% menyatakan cukup puas. Pasien umum keseluruhan terletak dalam kategori puas. Sebesar 18,18% menyatakan sangat puas, 54,54% menyatakan puas dan 27,27% menyatakan cukup puas. Sedangkan pasien asuransi swasta terletak dalam kategori cukup puas yaitu sebesar 100%. Hasil uji perbedaan dengan uji *kruskal-wallis* pada program statistik R menunjukkan *p-value* sebesar 0,5761, lebih besar dari  $\alpha$  sebesar 0,05.

**Kesimpulan:** Tidak terdapat perbedaan kepuasan pasien berdasarkan cara bayar terhadap pelayanan pendaftaran pasien rawat jalan di RSU PKU Muhammadiyah Bantul.

**Kata Kunci:** Tingkat kepuasan pasien, lima dimensi kualitas jasa, cara bayar.

## **ABSTRACT**

**Background:** The number of visits outpatients in RSU PKU Muhammadiyah Bantul increased. Guided by the concept of hospital accreditation, the satisfaction of patients indicators reflect quality hospital services which includes the aspect of administration. Occurring complain to the public that on the registration outpatients. Found 9 patients felt dissatisfied for not served well for the administration not complete. Besides optimum registration via telephone service to patient long not maximum, there is no response from the hospital as he was register.

**Objective:** analyze the level of patient satisfaction with the services paid by way of registration of outpatients in Bantul Muhammadiyah Hospital.

**Methods:** This research is a quantitative analytical approach and cross-sectional design. Samples taken as many as 100 patients. The technique of collecting data using questionnaires and observation. Data were analyzed using Kruskal test walls.

**Results:** Than 100 respondents, the level of satisfaction highest located in dimension reliability and the level of the lowest satisfaction situated on tangible dimension. Differences patient satisfaction with the method of pay patients bpjs situated in the overall category satisfied. Amounting to 14,06% said very satisfied, 57,81% said satisfied and 28,12% stated quite satisfied. General patients lies in the overall category satisfied. Amounting to 18,18% said very satisfied, 54,54 % said satisfied and 27,27% stated quite satisfied. While private insurance patients lies in the category of fairly satisfied is as much as 100%. The result of differences with Kruskal test walls in the statistical program R showed p value of 0,5761, is greater than  $\alpha$  0,05.

**Conclusion:** There is no difference in patient satisfaction by way of paying the registration services in public hospitals outpatient PK Bantul Muhammadiyah.

**Keywords:** analysis, the level of patient satisfaction, the five dimensions of service quality, how to pay.