

INTISARI

Persepsi Pasien Kelas III PBI dan Non PBI Terhadap Pelayanan Rawat Inap Kelas III di RSUD Dr.M.Yunus Bengkulu

Latar Belakang : Manajemen RSUD.M.Yunus terus berupaya untuk meningkatkan pelayanan terhadap pasiennya, walaupun hasilnya belum maksimal dimana pada tahun 2014 BOR/*Bed Occupancy Rate* di ruangan kelas III rata-rata berkisar 44,25 dimana angka ini masih dibawah standar depkes yaitu 60-85% dan jumlah pasien rawat inap di ruangan kelas III menurun dari 5.486 tahun 2013 orang turun menjadi 3.813 orang pada tahun 2014.

Tujuan : Mengidentifikasi persepsi pasien kelas III dan untuk mengetahui apakah ada perbedaan persepsi antara pasien PBI dengan Non PBI.

Metode : Jenis penelitian ini adalah penelitian observasional analitik dengan rancangan penelitian *cross sectional*, dengan sampel 130 pasien PBI dan 130 sampel pasien Non PBI. Penarikan sampel dengan *proportional random sampling*. Analisa data dilakukan dengan analisis *bivariat* dengan uji *chi-square* dan didukung data kualitatif.

Hasil : Persepsi pasien terhadap mutu pelayanan didapat *cut of point* nya 25.99 Apabila dibandingkan dengan *cut of point/mean* teoritik 25 hasil ini dikategorikan baik. Hubungan antara Persepsi pasien PBI terhadap mutu pelayanan secara statistik signifikan $p < 0.05$ didapatkan nilai OR 2.13 artinya bahwa persepsi pasien PBI terhadap mutu pelayanan lebih baik sebesar 2.13 kali dibandingkan pasien Non PBI. Persepsi pasien terhadap keterampilan petugas sebesar 26.17 apabila dibandingkan dengan *cut of point/mean* teoritik 25 hasil ini dikategorikan baik. Hubungan antara persepsi pasien PBI terhadap Persepsi persepsi keterampilan hasilnya signifikan $p < 0.05$ didapatkan nilai OR 1.87 artinya bahwa persepsi pasien PBI terhadap keterampilan petugas lebih baik sebesar 1.87 kali dibandingkan pasien Non PBI.

Kesimpulan : Persepsi pasien kelas III baik Persepsi pasien PBI lebih baik daripada pasien Non PBI. Ada perbedaan persepsi antara kedua kelompok ini dan perbedaan persepsi berdasarkan strata umur responden.

Kata kunci : Persepsi pasien rawat inap kelas III PBI, Non PBI

ABSTRACT

Background : Management of Public Hospital of Dr. M. Yunus continues to strive on improving services quality for their patient, although the result has not been optimal. It demonstrated on achievement of *Bed Occupancy Rate* (BOR) of the 3rd inpatient class in 2014 still 44,25% (Standard BOR by Health Ministry is 60-85%) means most hospital bed have not utilized and patient number of the 3rd inpatient class showed decreasing from 5.486 in 2013 becomes 3.813 in 2014.

Objective : Identifying perception of the third grade patient towards inpatient services in Dr. M. Yunus Public Hospital Bengkulu, to know are there differences in perception between insurance contribution and non insurance contribution.

Method : This study was analytical observational research using cross sectional approach. Number of respondent of this study were 130 patient as beneficiaries of health insurance and 130 patient as non-beneficiaries of health insurance. Sample was determined by proportional random sampling. The analysis used chi square tests and qualitative data.

Result : Patient perception to quality of service to come cut of point 25.99 when compared to the cut of point / mean theoretical 25 is categorized good results. The relationship between patient perception PBI towards service quality results are statistically significant $p < 0.05$. OR value of 2:13 means that the patient's perception PBI towards service quality is better than the 2:13 time patients Non PBI. Patients' perceptions towards skills of officers of 26.17 when compared to the cut of point / mean theoretical 25 is categorized good results. The relationship between the patient's perception PBI

Towards perceptions of skills results are significant $p < 0.05$. Practically obtained OR value 1.87 means that the patient's perception towards skills of officers PBI better by 1.87 times compared to patients Non PBI.

Conclusion : perception of the third grade patient PBI and Non PBI towards third inpatient class services has been good. There is a difference perceptions of between the groups of patients PBI with Non PBI patient groups

Keywords : perception of the third grade patient insurance contribution PBI and non insurance contribution Non PBI.