

**Kepuasan Pasien di Puskesmas: *Literature Review* (Patient Satisfaction in Community Health Center: Literature Review).**

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**ABSTRAK**

Mutu pelayanan kesehatan yang ditingkatkan dapat memberikan kepuasan bagi masyarakat atau pasien yang menerima pelayanan kesehatan tersebut. Namun dari beberapa penelitian menunjukkan angka kepuasan pasien masih kurang dari 90%. Hal tersebut berdampak pada tingkat kepercayaan pasien terhadap pelayanan di puskesmas. Tujuan penelitian ini adalah menganalisis tingkat kepuasan pasien di puskesmas berdasarkan 5 dimensi *service quality*. Metode yang digunakan adalah *literature review*. Sebanyak 17 artikel yang memenuhi kriteria inklusi dan eksklusi diperoleh dari *Google Scholar*, *Crossref*, dan Portal Garuda. Hasil penelitian diperoleh pada dimensi *reliability* mayoritas pasien puas dengan pelayanan yang disiplin, cepat dan tepat waktu. *Responsiveness*, diperoleh mayoritas pasien puas dengan petugas yang cepat tanggap dalam memberikan pelayanan. *Assurance*, didapatkan pasien puas dengan petugas yang melayani dengan baik, ramah, sopan, memberikan rasa aman dan nyaman. *Empathy*, mayoritas pasien puas dengan petugas yang memberikan perhatian yang sama kepada semua pasien. *Tangible*, mayoritas pasien puas dengan gedung, ruangan dan lingkungan puskesmas dalam kondisi baik, rapi, bersih, menarik, nyaman dan memadai. Kesimpulan dari penelitian ini yaitu secara umum pasien yang puas lebih banyak jika dibandingkan dengan pasien yang tidak puas. Saran dari penelitian ini yaitu diharapkan puskesmas melakukan evaluasi mengenai mutu pelayanan menurut persepsi pasien secara rutin yang bertujuan agar mutu pelayanan selalu terjaga dan konsisten.

**Kata Kunci:** Kepuasan Pasien, Puskesmas, *Service Quality*

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***ABSTRACT***

*Improved quality of health services can provide satisfaction for the community or patients who receive these health services. However, several studies have shown that patient satisfaction is still less than 90%. This has an impact on the level of patient confidence in services at the community health center. The purpose of this study was to analyze the level of patient satisfaction at the community health center based on 5 dimensions of service quality. The method used is a literature review. A total of 17 articles that met the inclusion and exclusion criteria were obtained from Google Scholar, Crossref, and Garuda Portal. The results obtained on the reliability dimension, the majority of patients are satisfied with disciplined, fast and timely services. Responsiveness obtained the majority of patients are satisfied with officers who are responsive in providing services. Assurance, patients are satisfied with officers who serve well, are friendly, polite, provide a sense of security and comfort. Empathy, the majority of patients are satisfied with officers who give equal attention to all patients. Tangible, the majority of patients are satisfied with the building, room and environment of the community health center in good condition, neat, clean, attractive, comfortable and adequate. The conclusion of this study is that in general there are more satisfied patients than dissatisfied patients. Suggestions from this research are that it is hoped that the community health center will evaluate the quality of service according to patient perceptions on a regular basis which aims to maintain the quality of service and be consistent.*

**Keywords:** *Patients Satisfaction, Community Health Center, Service Quality*