

Analisis Hubungan antara Mutu Pelayanan Kesehatan dengan Kepuasan Pasien Rawat Jalan di Puskesmas Wlingi Kabupaten Blitar (*Analysis of the Relationship between Health Service Quality and Outpatient Satisfaction at the Wlingi Health Center, Blitar Regency*)
Advisor: Efri Tri Ardianto S.KM., M.Kes

Nur Azizah
Health Information Management Study Program
Department of Health

ABSTRACT

Quality services must be applied by all health service facilities such as Health Center. The decrease in outpatient visits occurred at the Wlingi Health Center, Blitar Regency, this was followed by patient complaints about services such as unfriendly staff, and long service. The decrease has an impact on the decrease in PAD (Regional Original Income) income and work programs that do not reach the target. In addition, it is known that patient satisfaction regarding the quality of service at the Wlingi Health Center, Blitar Regency in 2019-2020 is still in the poor category. The purpose of this study was to analyze the relationship between the quality of health services and outpatient satisfaction at the Wlingi Health Center, Blitar Regency. This research method is quantitative analytic with cross sectional design. Data analysis used univariate and bivariate analysis with Spearman Rank correlation test. The sample of this study was outpatients of the Wlingi Health Center, Blitar Regency, as many as 95 respondents using simple random sampling. The results showed that the correlation test obtained a significance value (p-value) of 0.000 where < 0.05 with a positive relationship direction. The conclusion of this study is that there was a relationship between the quality of health services with outpatient satisfaction at the Wlingi Health Center, Blitar Regency. Suggestions from researchers need to improve the quality of health services, especially the quality of interactions by implementing 3S (smiles, greetings, say hello to) and officers are more polite and friendly, the quality of the physical environment by placing stocks of medicines and medical devices in storage warehouses and repairing queuing machines, Quality of outcome by increasing the speed of the registration process, officers are more careful when distributing patient medical records to destination poly and rearranging parking lots so that they become wider.

Keywords: *Health Care Quality, Outpatient Satisfaction*