

## ABSTRAK

### GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KLINIK INTEGRASI DI RSGMP UNIVERSITAS JENDERAL SOEDIRMAN

Syerihan

Tingkat kepuasan pasien terhadap kualitas pelayanan merupakan cerminan dari keefektifan pelayanan kesehatan dalam memenuhi kebutuhan dan harapan pasien. Penilaian terhadap kepuasan pasien dapat membantu meningkatkan kualitas pelayanan kesehatan. Tujuan penelitian ini adalah menggambarkan tingkat kepuasan pasien terhadap pelayanan klinik integrasi di RSGMP Universitas Jenderal Soedirman. Metode penelitian ini yaitu kuantitatif deskriptif dengan pendekatan *cross sectional*. Sampel diambil selama 26 Mei hingga 25 Juni 2023 dengan teknik *total sampling* dan didapatkan 48 sampel pasien. Instrumen penelitian ini menggunakan kuesioner tingkat kepuasan pasien dengan model SERVQUAL (*service quality*) yang didistribusikan kepada pasien. Analisis data dilakukan secara univariat menggunakan *descriptive statistics*. Hasil penelitian menunjukkan bahwa tingkat kepuasan pasien terhadap pelayanan klinik integrasi RSGMP Universitas Jenderal Soedirman yaitu sebesar 93,8%. Mayoritas pasien berusia muda yaitu 18-25 tahun (56,3%), berjenis kelamin perempuan (66,7%), berpendidikan menengah (54,2%), dan bekerja (58,3%). Tingkat kepuasan tertinggi diperoleh pada dimensi bukti fisik/*tangibles* (95,8%) dan terendah pada dimensi ketanggapan/*responsiveness* dan jaminan/*assurance* (83,3%). Simpulan penelitian ini adalah sebagian besar pasien puas terhadap pelayanan klinik integrasi di RSGMP Universitas Jenderal Soedirman.

**Kata kunci:** kepuasan pasien, model SERVQUAL, pelayanan kesehatan gigi, rumah sakit gigi dan mulut

## **ABSTRACT**

### **LEVEL OF PATIENT SATISFACTION WITH SERVICES PROVIDED BY INTEGRATED CLINIC OF EDUCATIONAL DENTAL HOSPITAL OF JENDERAL SOEDIRMAN UNIVERSITY**

Syerihan

*The level of patient satisfaction with service quality is a reflection of the effectiveness of health services in meeting patient needs and expectations. Assessment of patient satisfaction can help improve the quality of health services. The purpose of this study is to describe the level of patient satisfaction with integrated clinic services at Educational Dental Hospital of Jenderal Soedirman University. The method of this research is descriptive quantitative with a cross sectional approach. A sample of 48 patients were collected using total sampling technique from Mei 26<sup>th</sup> till June 25<sup>th</sup> 2023. Data were collected using a patient satisfaction level questionnaire based on the SERVQUAL (service quality) model which was distributed to patients. Data analysis was performed univariately using descriptive statistics. The results showed that the level of patient satisfaction with the services of the integrated clinic at Educational Dental Hospital of Jenderal Soedirman University was 93.8%. The majority of patients were of young age, namely 18-25 years old (56.3%), female (66.7%), received secondary education (54.2%), and employed (58.3%). The highest level of satisfaction was obtained in the dimension of tangibles (95.8%) and the lowest in the dimensions of responsiveness and assurance (83.3%). The conclusion of this study is that most patients are satisfied with the services of the integrated clinic at the Educational Dental Hospital of Jenderal Soedirman University.*

**Keywords:** dental hospital, dental services, patient satisfaction, SERVQUAL model