

Abstrak

INDEKS KEPUASAN PELAYANAN KELUARGA BERENCANA (KB) DI PUSKESMAS SOKARAJA 1 PADA AKSEPTOR KB SUNTIK DESA KARANGNANAS

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Latar Belakang : Pelayanan KB di Puskesmas merupakan pelayanan publik yang perlu diukur karena kepuasan pelayanan akan mempengaruhi cakupan pemanfaatan pelayanan. Indeks Kepuasan Masyarakat (IKM) merupakan tolak ukur untuk menilai tingkat kualitas pelayanan, meningkatkan dan mewujudkan pelayanan sesuai harapan masyarakat. Penelitian ini bertujuan untuk mengetahui indeks kepuasan pelayanan KB di Puskesmas Sokaraja 1 pada akseptor KB suntik Desa Karangnanas.

Metodologi : Jenis penelitian ini adalah kuantitatif dengan pendekatan *cross sectional*. Instrumen penelitian yaitu kuesioner dan dokumentasi. Populasi penelitian yaitu seluruh akseptor KB suntik di wilayah kerja Puskesmas Sokaraja 1 sebanyak 2.382 akseptor dan sampel yang digunakan sebanyak 327 dengan menggunakan teknik *purposive sampling*. Variabel berupa 9 unsur kepuasan berdasarkan PermenPAN-RB RI Nomor 14 Tahun 2017. Analisis data yang digunakan yaitu analisis univariat dan pengolahan data indeks kepuasan.

Hasil : Hasil perhitungan indeks kepuasan yaitu 3,45 dengan konversi 86,25, kategori Baik/Puas, indikator dengan nilai tertinggi yaitu unsur penanganan pengaduan, saran dan masukan 3,94 dengan konversi 98,50 kategori Sangat Baik/Sangat Puas, sedangkan nilai terendah yaitu unsur biaya/tarif 3,14 dengan konversi 78,25 kategori Baik/Puas.

Kesimpulan : Indeks kepuasan pelayanan KB mendapatkan nilai 3,45 dengan kategori Baik/Puas. Perlu adanya upaya untuk meningkatkan kualitas pelayanan pada nilai terendah yaitu unsur biaya/tarif dengan sosialisai KIS/BPJS dan peninjauan kembali sedangkan unsur yang memiliki nilai tertinggi harus tetap mempertahankan nilai tersebut.

Kata Kunci : Indeks Kepuasan, Pelayanan, KB Suntik

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Abstract
**INDEX OF SATISFACTION WITH FAMILY PLANNING (KB)
SERVICES AT SOKARAJA 1 HEALTH CENTER FOR INJECTIVE
KB ACCEPTORS KARANGNANAS VILLAGE**

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Background: Family planning services at Community Health Centers are public services that need to be measured because service satisfaction will influence the scope of service utilization. The Community Satisfaction Index (IKM) is a benchmark for assessing the level of service quality, improving and realizing services according to community expectations. This study aims to determine the satisfaction index for family planning services at the Sokaraja 1 Community Health Center for injectable family planning acceptors in Karangnanas Village.

Methodology: This study used quantitative research with a cross-sectional approach. The instrument used was questionnaire and documentation. The research population was all injectable contraceptive acceptors in the working area of Sokaraja 1 Health Center was 2.382 acceptors and the sample used was 327 and was taken by purposive sampling techniques. The variables observed were 9 elements of satisfaction based on PermenPAN-RB RI Number 14 of 2017. The data analysis used is univariate analysis and satisfaction index data processing.

Results: The results of the calculation of the satisfaction index are 3.45 with a conversion of 86.25, fall under the category of Good / Satisfie, the indicator with the highest value is the element of handling complaints, suggestions and input scored 3.94 with a conversion of 98.50 fall under the category of Very Good, while the lowest value is the cost / tariff element , scored 3.14 with a conversion of 78.25 included in category of Good.

Conclusion: The family planning service satisfaction index scored 3.45 in the Good/Satisfied category. There needs to be an effort to improve the quality of service at the lowest value, namely the cost/tariff element, while the element with the highest value must maintain this value.

Keywords: Satisfaction Index, Services, Injectable Family Planning

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