

Abstrak

PERSEPSI MUTU PELAYANAN DENGAN KEPATUHAN MINUM OBAT PESERTA HIPERTENSI PROLANIS DI PUSKESMAS PURWOJATI KABUPATEN BANYUMAS

Dinda Najwa Nabilla¹, Budi Aji², Yuditha Nindya Kartika Rizqi²

Latar Belakang: Setiap pasien yang menggunakan pelayanan kesehatan berhak mendapatkan pelayanan yang bermutu. Permasalahan mengenai kepatuhan minum obat antihipertensi dapat dipengaruhi oleh peran tenaga kesehatan. Kepatuhan seringkali menjadi tantangan bagi pasien yang mengalami gangguan kesehatan kronik yang memerlukan pengobatan jangka panjang. Kepatuhan minum obat peserta Prolanis Puskesmas Purwojati masih kurang. Dilihat dari peserta hipertensi Prolanis yang memiliki tekanan darah stabil hanya sebesar 35.86%. Kemauan pasien untuk sembuh dapat dipertahankan dengan dukungan dari keterlibatan tenaga kesehatan dan pelayanan yang diberikan. Penelitian ini bertujuan mengetahui hubungan antara persepsi mutu pelayanan dengan kepatuhan minum obat peserta hipertensi Prolanis Kabupaten Banyumas.

Metodologi: Penelitian ini menggunakan metode analitik observasional dengan pendekatan *cross sectional*. Pengambilan sampel dilakukan dengan metode *accidental sampling* dengan jumlah 66 sampel.

Hasil Penelitian: Berdasarkan hasil uji univariat, mayoritas responden berjenis kelamin perempuan dan mengalami hipertensi ringan. Hasil uji bivariat menunjukkan adanya hubungan antara dimensi *reliability* ($p=0,0001$), *responsiveness* ($p=0,0001$) dan *assurance* ($p=0,001$) dengan kepatuhan minum obat dan tidak terdapat hubungan antara *emphaty* ($p=0,085$) dan *tangible* ($p=0,585$) dengan kepatuhan minum obat peserta hipertensi Prolanis di Puskesmas Purwojati Kabupaten Banyumas.

Kesimpulan: Terdapat hubungan antara persepsi mutu pelayanan dimensi *reliability*, *responsiveness* dan *emphaty* dengan kepatuhan minum obat dan tidak terdapat hubungan antara persepsi mutu pelayanan dimensi *emphaty* dan *tangible* dengan kepatuhan minum obat. Puskesmas diharapkan dapat mempertahankan dan meningkatkan pelayanan yang diberikan kepada peserta Prolanis.

Kata Kunci: Hipertensi, Kualitas, Persepsi, *Servqual*

Abstract

PERCEPTION OF SERVICE QUALITY WITH ADHERENCE TO TAKING MEDICATION FOR HYPERTENSION PROLANIS PARTICIPANTS AT PURWOJATI COMMUNITY HEALTH CENTER BANYUMAS DISTRICT

Dinda Najwa Nabilla¹, Budi Aji², Yuditha Nindya Kartika Rizqi²

Background: Every patient who uses health services is entitled to quality service. Problems regarding adherence to taking antihypertensive medication can be influenced by the role of health workers. Compliance is often a challenge for patients with chronic health problems that require long-term treatment. Adherence to taking medication for Purwojati Health Center Prolanis participants is still lacking. Judging from the hypertension Prolanis participants who have stable blood pressure, only 35.86%. The patient's willingness to recover can be maintained with support from the involvement of health workers and the services provided. This study aims to determine the relationship between perceived service quality and adherence to taking medication for hypertension Prolanis participants in Banyumas Regency.

Methods: This study used an observational analytic method with a cross sectional approach. Sampling was done by accidental sampling method with a total of 66 samples.

Results: Based on the results of the univariate test, the majority of respondents were female and experienced mild hypertension. The results of the bivariate test showed a relationship between the dimensions of reliability ($p=0.0001$), responsiveness ($p=0.0001$) and assurance ($p=0.001$) with adherence to taking medication and there was no relationship between empathy ($p=0.085$) and tangible ($p=0.585$) with adherence to taking medication for hypertension Prolanis participants at the Purwojati Health Center, Banyumas Regency.

Conclusion: There is a relationship between the perception of service quality dimensions of reliability, responsiveness and empathy with adherence to taking medication and there is no relationship between the perception of service quality dimensions of empathy and tangible with adherence to taking medication. The health center is expected to improve the services provided to Prolanis participants.

Keywords: Hypertension, Perception, Quality, Servqual