

PERBEDAAN TINGKAT KEPUASAN PASIEN MENGENAI KUALITAS PELAYANAN RAWAT INAP PESERTA JKN PBI DENGAN NON PBI DI RSUD KAJEN KABUPATEN PEKALONGAN

ABSTRAK

Latar Belakang : Kesehatan sangat penting dalam kehidupan manusia. Pemerintah telah mengeluarkan Jaminan Kesehatan Nasional untuk melakukan perlindungan kesehatan kepada semua orang yang telah membayar iuran atau iurannya dibayar oleh Pemerintah untuk mendapatkan pelayanan di rumah sakit. Rumah sakit merupakan tempat pelayanan kesehatan yang harus mengedepankan kualitas pelayanan. Faktor yang mempengaruhi kepuasan pasien adalah kenyamanan, pelayanan petugas, prosedur pelayanan, dan hasil pelayanan

Tujuan : Mengetahui perbedaan tingkat kepuasan pasien mengenai kualitas pelayanan rawat inap peserta JKN PBI dengan Non PBI di RSUD Kajen Kabupaten Pekalongan.

Metode : Penelitian ini menggunakan studi analitik observasional dengan pendekatan *cross sectional*. Kriteria Inklusi adalah peserta JKN PBI dengan peserta JKN Non PBI, berusia ≥ 18 tahun, mengisi lembar *informed consent*, mengisi kuisioner dengan lengkap, dirawat minimal ≥ 3 hari, dirawat di ruang kelas III, Pasien Non Bedah dan Pasien kooperatif. Kriteria Eksklusi adalah Pasien keadaan tidak sadar atau kesadaran berkurang. Analisis Bivariat menggunakan uji t tidak berpasangan.

Hasil : Responden penelitian berjumlah 120 orang. Hasil menunjukkan terdapat perbedaan skor kepuasan yang signifikan antara peserta JKN PBI dengan peserta JKN Non PBI terhadap kualitas pelayanan rawat inap dengan rerata peserta JKN PBI 66,48 dan JKN Non PBI 49,21 dengan nilai $p=0,000$

Kesimpulan : Terdapat perbedaan yang signifikan antara skor kepuasan peserta JKN PBI dengan peserta JKN Non PBI mengenai kualitas pelayanan ruang rawat inap di RSUD Kajen Kabupaten Pekalongan.

Kata Kunci : Kepuasan Pasien, Peserta JKN PBI dan Peserta JKN Non PBI, Kualitas Pelayanan

**THE DIFFERENCES OF PATIENT LEVEL SATISFACTION
REGARDING THE QUALITY OF INPATIENT SERVICE FOR JKN
(National Health Insurance)PBI MEMBER THAN NON-PBI AT DISTRICT
KAJEN HOSPITAL PEKALONGAN REGENCY**

ABSTRACT

Background: Health is very important in human life. Government has issued National Health Insurance to conduct health protection to all those have paid contribution or dues paid by the government to obtain hospital services. Hospital is a health service place which should prioritize the quality of service. Factors that influencing patient satisfaction is comfort, service attendant, service procedures, and service outcome.

Purpose: Determine the level of difference in patient satisfaction regarding the quality of inpatient service for National Health Insurance PBI member than National Health Insurance member non PBI.

Method: This research uses an observational analytic study with *cross sectional* approach. Inclusion criteria were the participants of National Health Insurance PBI and the participants of National Health Insurance non-PBI aged ≥ 18 years, filling the *informed consent* sheet, fill out the questionnaire completely, treated in the hospital ≥ 3 days, treated in the III grade, non-surgical patient, and cooperative patient. Exclusion criteria were patient's unconscious or diminished consciousness. Bivariate analysis is using unpaired t test.

Result: The numbers of survey respondents are 120 people. The result shows that there are significant differences in satisfaction scores between the participants with National Health insurance PBI and the participants with National Health insurance non PBI to the quality of inpatient services with the average of the JKN PBI participants is 66.48 and the average of the JKN non PBI participants is 49.21 with the value of $p=0.000$.

Conclusion: There are significant differences between the scores of JKN PBI participants' satisfaction with the score of JKN non PBI participants' satisfaction on service quality of inpatient room at district Kajen hospital Pekalongan regency.

Key Word: Patient Satisfaction, JKN PBI Member and Non PBI JKN Member, Service Quality