

# ANALISIS KEPUASAN PASIEN PADA TEMPAT PENDAFTARAN PASIEN RAWAT JALAN BERDASARKAN LAPORAN IKM DI PUSKEMAS DAU

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## SUMMARY

*Patient satisfaction is one of the important indicators used to assess the quality of healthcare services. The Outpatient Registration Unit (Tempat Pendaftaran Pasien Rawat Jalan/TPPRJ), as the first service unit encountered by patients, plays an important role in shaping patients' perceptions of the healthcare services they receive. This study aimed to analyze and describe patient satisfaction with TPPRJ services based on the Community Satisfaction Index (CSI) report at Dau Public Health Center.*

*This study employed a qualitative method with a descriptive approach. The research informants consisted of one Head of Medical Records who also served as a registration officer and four outpatients. Data were collected through interviews, observations, and documentation. Data analysis used the interactive model of Miles, Huberman, and Saldaña, which includes data collection, data condensation, data display, and conclusion drawing. Data validity was ensured through source triangulation, technique triangulation, and time triangulation.*

*The results showed that patient satisfaction with TPPRJ services at Dau Public Health Center was generally categorized as good. Service requirements were considered easy to fulfill, service systems and procedures were implemented properly, service time was relatively in accordance with established standards, service fees were clear and affordable, and service products met patients' needs. The competence and behavior of service officers were also assessed positively in supporting service delivery. Complaint handling, suggestions, and feedback mechanisms were available through various media, while facilities and infrastructure generally supported the implementation of registration services. Several aspects that still require attention include service time under certain conditions, communication between officers and patients, socialization of complaint channels, and waiting room capacity during periods of high patient visits.*

*The study concluded that TPPRJ services at Dau Public Health Center have been able to meet patients' needs and expectations. All service elements based on the Community Satisfaction Index (CSI) for the second semester of 2025 were categorized as good, reflecting a good level of patient satisfaction with outpatient registration services at Dau Public Health Center.*

*Keywords: patient satisfaction, outpatient registration unit (TPPRJ), healthcare services, Community Satisfaction Index (CSI), Dau Public Health Center.*

## RINGKASAN

Kepuasan Pasien merupakan salah satu indikator penting dalam menilai kualitas pelayanan kesehatan. Tempat Pendaftaran Pasien Rawat Jalan (TPPRJ) sebagai unit pelayanan pertama memiliki peran penting dalam membentuk persepsi pasien terhadap pelayanan yang diterima. Penelitian ini bertujuan untuk menganalisis dan mendeskripsikan kepuasan pasien pada pelayanan TPPRJ berdasarkan laporan Indeks Kepuasan Masyarakat (IKM) di Puskesmas Dau.

Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Informan penelitian terdiri atas satu orang Kepala Rekam Medis yang merangkap sebagai petugas pendaftaran dan empat orang pasien rawat jalan. Pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi. Analisis data menggunakan model Miles, Huberman, dan Saldaña yang meliputi pengumpulan data, kondensasi data, penyajian data, serta penarikan kesimpulan. Keabsahan data diuji melalui triangulasi sumber, triangulasi teknik, dan triangulasi waktu.

Hasil penelitian menunjukkan bahwa kepuasan pasien terhadap pelayanan TPPRJ di Puskesmas Dau secara umum berada pada kategori baik. Persyaratan pelayanan dinilai mudah dipenuhi, sistem dan prosedur pelayanan berjalan dengan baik, waktu pelayanan relatif sesuai standar, biaya pelayanan jelas dan terjangkau, serta produk pelayanan telah sesuai dengan kebutuhan pasien. Kompetensi dan perilaku petugas juga dinilai baik dalam mendukung pelayanan. Penanganan pengaduan, saran, dan masukan telah tersedia melalui berbagai media, sedangkan sarana dan prasarana secara umum telah mendukung pelaksanaan pelayanan pendaftaran. Beberapa aspek yang masih perlu mendapat perhatian meliputi waktu pelayanan pada kondisi tertentu, komunikasi petugas kepada pasien, sosialisasi media pengaduan, serta kapasitas ruang tunggu ketika jumlah kunjungan meningkat.

Kesimpulan penelitian menunjukkan bahwa pelayanan TPPRJ di Puskesmas Dau telah mampu memenuhi kebutuhan dan harapan pasien. Seluruh unsur pelayanan berdasarkan Indeks Kepuasan Masyarakat (IKM) Semester II Tahun 2025 berada pada kategori baik sehingga mencerminkan tingkat kepuasan pasien yang baik terhadap pelayanan pendaftaran rawat jalan di Puskesmas Dau.

Kata Kunci: kepuasan pasien, TPPRJ, pelayanan kesehatan, Indeks Kepuasan Masyarakat, Puskesmas Dau.