

ABSTRAK

Hubungan Respon Time dengan Kepuasan Pasien di IGD Puskesmas Badegan Ponorogo

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Latar belakang: Instalasi gawat darurat dituntut untuk memberikan pelayanan yang cepat kepada pasien sejak datang sampai mendapat pelayanan yang dikenal dengan respons time. Kepuasan di instalasi gawat darurat (IGD) terkait dengan pelayanan yang cepat dan dianggap sangat penting bagi pasien serta merupakan faktor utama yang menentukan penilaian mereka. Penelitian ini bertujuan untuk menjelaskan hubungan respon time dengan kepuasan pasien di Instalasi Gawat Darurat.

Metode: Jenis penelitian ini analitik observasional dengan pendekatan Cross Sectional. Sampel pada penelitian ini adalah 154 responden, dengan menggunakan teknik accidental sampling. Analisa statistik menggunakan uji chi square.

Hasil: Sebagian besar respon time petugas IGD berada pada kategori cepat 85 responden (55,2%); Sebagian besar pasien merasa puas terhadap pelayanan di IGD Puskesmas Badegan sejumlah 101 responden (65.6%)

Kesimpulan: Hasil analisa dengan menggunakan uji statistik Chi Square dengan program SPSS versi 23.0 didapatkan $p = 0,000 < \alpha = 0,05$ maka H_0 ditolak H_1 diterima, yang berarti ada hubungan respon time dengan kepuasan pasien di IGD Puskesmas Badegan.

Kata Kunci: Respon time, Kepuasan, Pasien, IGD

ABSTRACT

The Relationship between Response Time and Patient Satisfaction in the ER Badegan Ponorogo Community Health Center

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Background: Emergency installations are required to provide fast service to patients from the time they arrive until they receive service, which is known as response time. Satisfaction in the emergency department (IGD) is related to fast service and is considered very important for patients and is the main factor that determines their assessment. This study aims to explain the relationship between response time and patient satisfaction in the Emergency Department.

Method: This type of research is observational analytic with a cross sectional approach. The sample in this research was 154 respondents, using accidental sampling technique. Statistical analysis uses the chi square test.

Results: Most emergency room staff response times were in the fast category, 85 respondents (55.2%); The majority of patients were satisfied with the services at the Badegan Health Center emergency room, numbering 101 respondents (65.6%).

Conclusion: The results of the analysis using the Chi Square statistical test with the SPSS version 23.0 program showed that $p = 0.000 < \alpha = 0.05$, so H_0 was rejected and H_1 was accepted, which means there is a relationship between response time and patient satisfaction in the Emergency Room at the Badegan Health Center.

Keywords: Response time, satisfaction, patients, emergency room