

Analisis Kepuasan Pasien Terhadap Pelayanan Prolanis dan Program Rujuk Balik (PRB) Jaminan Kesehatan Nasional (JKN) di Apotek Sembada

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INTISARI

Latar belakang: Prolanis dan PRB adalah program pengendalian prevalensi penyakit kronis dan pemeliharaan kesehatan bagi peserta JKN. Kepuasan pasien terhadap program tersebut masih rendah pada atribut pelayanan yang mempengaruhi suatu kualitas pelayanan. Untuk menjamin terlaksananya pelayanan kesehatan yang berkualitas perlu dilakukan evaluasi kepuasan pasien.

Tujuan: Untuk mengetahui tingkat kepuasan pasien berdasarkan kenyataan, kesenjangan (*gap*) kepuasan pasien berdasarkan kenyataan dan harapan serta hubungan antara karakteristik dengan kepuasan pasien berdasarkan *gap* terhadap pelayanan Prolanis dan PRB di Apotek Sembada.

Metode: Penelitian observasional deskriptif dengan rancangan penelitian *cross sectional* dilaksanakan di Apotek Sembada pada bulan April-Mei 2023 dengan instrumen kuesioner terhadap 100 responden. Teknik pengambilan sampel yaitu *accidental sampling*. Analisis hubungan menggunakan uji statistik *chi-square* dan *spearman rank correlation*.

Hasil: Tingkat kepuasan responden pada seluruh dimensi berada pada kategori sangat puas dengan hasil sebesar 90.06% (jaminan), 89.71% (kehandalan), 89.60% (empati), 87.17% (bukti fisik) dan 86.29% (ketanggapan). Diperoleh *gap* pada seluruh dimensi -0.32 (ketanggapan), -0.25 (bukti fisik), -0.22 (kehandalan), -0.11 (jaminan) dan -0.01 (empati). Analisis hubungan karakteristik pasien dengan kepuasan pasien menghasilkan nilai *p-value* > 0.05.

Kesimpulan: Tingkat kepuasan pasien terhadap pelayanan Prolanis dan PRB berada dalam kategori sangat puas, diperoleh *gap* karena kenyataan yang diterima lebih rendah dari harapan pasien dan tidak ada hubungan antara karakteristik dengan kepuasan pasien.

Kata kunci : JKN, Kepuasan, Prolanis, Program Rujuk Balik

Analysis of Patient Satisfaction With Prolanis and Program Rujuk Balik (PRB) Service Jaminan Kesehatan Nasional (JKN) at Apotek Sembada

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ABSTRACT

Background: Prolanis and PRB are programs to control the prevalence of chronic diseases and health care for JKN participants who suffer from chronic diseases. Patient satisfaction with the program is still low in service attributes that affect service quality. To ensure the implementation of quality health services, it is necessary to evaluate patient satisfaction.

Aims: To determine the level of patient satisfaction based on reality, the gap (gap) of patient satisfaction based on reality and expectations and the relationship between characteristics and patient satisfaction based on the gap on Prolanis and PRB services at Apotek Sembada.

Methods: The descriptive observational research with a cross-sectional research design which was carried out at the Apotek Sembada in April-May 2023 with an instrument in the form of a questionnaire to 100 respondents. Sampling was done by accidental sampling technique. Satisfaction and gap analysis were processed using Microsoft Excel software while relationship analysis was performed using chi-square statistical tests and spearman rank correlation.

Result: The level of satisfaction of respondents in all dimensions is in the category of very satisfied with the results of 90.06% (assurance), 89.71% (reliability), 89.60% (empathy), 87.17% (tangible) and 86.29% (responsiveness). Gaps in all dimensions are -0.32 (responsiveness), -0.25 (tangible), -0.22 (reliability), -0.11 (assurance) and -0.01 (empathy). Analysis of the relationship between patient characteristics and patient satisfaction resulted in a p-value > 0.05.

Conclusion: The level of patient satisfaction with Prolanis and PRB services is in the very satisfied category, a gap is obtained because the reality received is lower than patient expectations and there is no relationship between characteristics and patient satisfaction.

Keywords: JKN, Satisfaction patient, Prolanis, Program Rujuk Balik