

Tingkat Kepuasan Pasien Prolanis Diabetes Mellitus (DM) Tipe 2 Terhadap Pelayanan Pemeriksaan Kadar Gula Darah di Puskesmas Pulo Kulon II

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ABSTRAK

Penyakit kronis merupakan permasalahan kesehatan serius dan menjadi penyebab kematian terbesar di dunia, sehingga di setiap Pusat Kesehatan Masyarakat mempunyai Program Pengelolaan Penyakit Kronis (Prolanis), salah satunya di Puskesmas Pulo Kulon II. Kegiatan tersebut sudah dilaksanakan sejak tahun 2015 dan belum pernah dilakukan evaluasi kepuasan pelayanan Prolanis serta belum mempunyai buku komplain maupun saran untuk pasien. Kepuasan pasien sangat penting bagi lembaga kesehatan untuk mewujudkan pelayanan kesehatan yang berkualitas. Penelitian ini bertujuan mengetahui hubungan tingkat kepuasan pasien Prolanis DM tipe 2 terhadap pelayanan pemeriksaan kadar gula darah di Puskesmas Pulo Kulon II. Penelitian ini merupakan penelitian kuantitatif yang menggunakan jenis penelitian deskriptif korelasi dengan pendekatan *Cross Sectional*. Populasi dan sampel adalah pasien Prolanis DM tipe 2 di Puskesmas Pulo Kulon II sebanyak 43 responden. Teknik pengambilan sampel menggunakan teknik *Nonprobability Sampling* dengan metode *Purposive Sampling*. Data penelitian dilakukan uji statistik menggunakan uji korelasi *Kendal Tau* dengan batas nilai alpha 5%. Hasil penelitian menunjukkan bahwa tingkat kepuasan pasien Prolanis DM tipe 2 terhadap pelayanan pemeriksaan kadar gula darah di Puskesmas Pulo Kulon II adalah Puas 83,7%, cukup puas 11,6% dan sangat puas 4,7%. Hasil Uji statistik diperoleh nilai signifikansi $p = 0,000 < 0,05$ dengan nilai $r = 0,754$. Hasil ini menunjukkan bahwa terdapat hubungan yang sangat kuat antara kepuasan pasien Prolanis dengan pelayanan pemeriksaan kadar gula darah.

Kata kunci : Kepuasan Pasien, Pelayanan Pemeriksaan, Prolanis

Level Of Satisfaction Of Type 2 DM Prolanis Patients To The Service Of Examining Blood Sugar Levels In Puskesmas Pulo Kulon II

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ABSTRACT

Chronic disease is a serious health problem and the biggest cause of death in the world, so that in every Community Health Center has a Chronic Disease Management Program (Prolanis), one of them is in Puskesmas Pulo Kulon II. This activity has been carried out since 2015 and has never been evaluated for Prolanis service satisfaction and has not had a complaint or advice book for patients. Patient satisfaction is very important for health institutions to realize quality health services. This study aims to determine the correlation between the level of satisfaction of Type 2 DM Prolanis patients to the service of examining blood sugar levels in Puskesmas Pulo Kulon II. This research is a quantitative research that uses descriptive correlation research with Cross Sectional approach. The population and sample were Type 2 DM Prolanis patients in Puskesmas Pulo Kulon II with 43 respondents. The sampling technique use Nonprobability Sampling technique with Purposive Sampling method. Data were analyzed using statistical tests of Kendal Tau correlation with an alpha value of 5%. The results showed that the level of satisfaction of Type 2 DM Prolanis patients to the service of examining blood sugar levels in Puskesmas Pulo Kulon II was satisfied 83.7%, quite satisfied 11.6% and very satisfied 4.7%. Statistical test results obtained significance value $p = 0,000 < 0,05$ with a value of $r = 0,754$. These results indicate that there is a very strong correlation between the satisfaction of Prolanis patients to the service of examining blood sugar levels.

Keywords: Patient Satisfaction, Examination Service, Prolanis