

HUBUNGAN ANTARA KINERJA DAN SIKAP PETUGAS POLI GIGI DENGAN KEPUASAN PASIEN PADA ERA JKN DI RSUD PANEMBAHAN SENOPATI BANTUL YOGYAKARTA

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ABSTRAK

Pendahuluan: RSUD Panembahan Senopati merupakan rumah sakit rujukan. Dalam Program pemerintah berupa Jaminan Kesehatan Nasional (JKN) sebagian besar masyarakat yang berobat ke RSUD Panembahan Senopati sudah memiliki jaminan kesehatan. Belum efektifnya sistem rujukan di Indonesia, berdampak pada penumpukan pasien di fasilitas kesehatan lanjutan, sehingga menurunnya kualitas pelayanan kesehatan yang diberikan. Indikator utama mengetahui standar rumah sakit adalah kepuasan pasien terhadap pelayanan dari rumah sakit tersebut. Berbagai fakta menunjukkan adanya masalah serius dalam mutu pelayanan kesehatan di Indonesia. Hal ini disebabkan karena belum adanya sistem pengendali mutu terbaik yang dapat diterapkan. **Tujuan penelitian:** Mengetahui tingkat kepuasan pasien Jaminan Kesehatan Nasional (JKN) terhadap kualitas pelayanan kesehatan yang diberikan petugas poli gigi di RSUD Panembahan Senopati. **Metode Penelitian:** *Observasional* yang bersifat deskriptif analitik dengan rancangan *Cross Sectional Study*. Populasi dalam penelitian ini adalah pasien yang mendapatkan pelayanan kesehatan gigi dan mulut. Sampel diambil menggunakan teknik *Accidental Sampling* sebanyak 86 responden. Pengambilan data dilakukan dengan kuesioner terdiri dari 14 item pertanyaan terstruktur berdasarkan kinerja dan sikap petugas poli gigi. Analisis data menggunakan uji *Chi-Square* yang dilanjutkan menggunakan uji regresi logistik. **Hasil Penelitian:** Dari hasil *analisis multivariate*, nilai P kinerja 0,035 signifikan dan mempunyai peluang lebih besar sebanyak 10,588 kali dibandingkan dengan kinerja yang tidak sesuai. Nilai P sikap 0,023 signifikan dan mempunyai peluang 4,315 kali dibandingkan sikap yang tidak mencakup 3 komponen. Faktor yang berhubungan dengan kepuasan meliputi kecerdasan, keterampilan, kestabilan emosi, sifat-sifat seseorang meliputi sikap, sifat pribadi, sifat fisik, keinginan dan motivasi. **Simpulan:** Terdapat hubungan antara kinerja dan sikap petugas poli gigi bahwa kinerja merupakan variabel X yang lebih berpengaruh dengan nilai P = 0,035 dibandingkan dengan sikap dengan nilai P = 0,023 terhadap variabel Y tentang kepuasan pasien poli gigi.

Kata kunci : Kepuasan Pasien, Kinerja Petugas, Sikap Petugas.

**RELATIONSHIP BETWEEN PERFORMANCE AND ATTITUDE OF DENTAL POLY
OFFICERS WITH PATIENT SATISFACTION ON JKN ERA IN PANEMBAHAN
HOSPITAL BANTUL YOGYAKARTA**

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ABSTRACT

Introduction: Panembahan Senopati Hospital is a referral hospital. In the government program in the form of the National Health Insurance (JKN), most people who seek treatment at Panembahan Senopati District Hospital have health insurance. The ineffectiveness of the referral system in Indonesia has an impact on the accumulation of patients in advanced health facilities, resulting in a decline in the quality of health services provided. The main indicator of knowing hospital standards is patient satisfaction with services from the hospital. Various facts show that there are serious problems in the quality of health services in Indonesia. This is due to the absence of the best quality control system that can be applied. **Purposes:** To determine the level of satisfaction of National Health Insurance (JKN) patients with the quality of health services provided by dental clinic officers at Panembahan Senopati Hospital. **Methods:** Descriptive analytic observational with a cross sectional study design. The population in this study were patients who received dental and oral health services. Samples were taken using 86 accidental sampling techniques. Data was collected using a questionnaire consisting of 14 structured question items based on the performance and attitude of dental clinicians. Data analysis using the Chi-Square test followed by logistic regression test. **Results:** From the results of multivariate analysis, the P value of 0.035 performance is significant and has a greater chance of 10,588 times compared to performance that is not appropriate. P value of 0.023 attitude is significant and has a 4.315 times the opportunity compared to attitudes that do not include 3 components. Factors related to satisfaction include intelligence, skills, emotional stability, a person's characteristics include attitudes, personal traits, physical traits, desires and motivation. **Conclusion:** There is a relationship between the performance and attitude of dental clinicians that performance is a variable X which is more influential with a value of $P = 0.035$ compared with attitude with a value of $P = 0.023$ to the variable Y about patient satisfaction of dental dentists.

Keywords : Patient Satisfaction, Officer Performance, Officer Attitude.