

ABSTRAK

Latar Belakang: Tersedianya pelayanan kesehatan yang berkualitas menjadi hal yang harus mendapat perhatian dari pemerintah sebagai salah satu upaya dalam pembangunan di bidang kesehatan. Dalam melaksanakan hal tersebut, pelayanan kesehatan yang diberikan kepada masyarakat harus optimal dan bermutu baik. Pasien akan merasa puas apabila kinerja layanan kesehatan yang diperolehnya sama atau melebihi harapannya dan sebaliknya, ketidakpuasan atau perasaan kecewa pasien akan muncul apabila kinerja layanan kesehatan yang diperolehnya itu tidak sesuai dengan harapan yang merupakan konsep dari kepuasan.

Tujuan : Untuk mengetahui gambaran tingkat kepuasan pelayanan kesehatan selama masa pandemi Covid-19 di Puskesmas Bandar Kalipah tahun 2022.

Metode: Penelitian ini merupakan penelitian deskriptif observasional dengan pendekatan *cross sectional*, yaitu pengambilan data hanya dilakukan sekali dan pada waktu yang sama.

Hasil : Hasil penelitian diketahui bahwa persentase tertinggi dimensi kehandalan yaitu cukup puas sebanyak 30 orang (40,5%). Persentase tertinggi dimensi ketanggapan yaitu kategori cukup puas sebanyak 37 orang (50,0%). Persentase tertinggi dimensi kejelasan yaitu kategori tidak puas sebanyak 27 orang (36,5%). Persentase tertinggi dimensi sikap empati yaitu kategori cukup puas sebanyak 34 orang (45,9%). Persentase tertinggi dimensi sarana dan pra sarana yaitu kategori sangat puas sebanyak 32 orang (43,2%) responden. Mayoritas tingkat kepuasan pada pelayanan kesehatan yaitu 33 orang (44,6%) puas dengan pelayanan kesehatan Puskesmas Bandar Kalipah. Mayoritas responden dengan usia kategori dewasa sebanyak 42 orang (56,8%), mayoritas pendidikan terakhir yaitu SMA sebanyak 47 orang (63,5%), responden mayoritas bekerja sebanyak 53 orang (71,6%).

Kata Kunci : kepuasan pelayanan kesehatan, pandemi COVID-19, puskesmas.

ABSTRACT

Background: *The availability of quality health services is something that must receive attention from the government as one of the efforts in development in the health sector. In carrying out this, health services provided to the community must be optimal and of good quality. Patients will feel satisfied if the performance of the health services they receive is equal to or exceeds their expectations and vice versa, dissatisfaction or feelings of disappointment for patients will arise if the performance of the health services they receive is not in line with expectations which is the concept of satisfaction.*

Objective: *To describe the level of satisfaction of health services during the Covid-19 pandemic at the Bandar Kalipah Health Center in 2022.*

Methods: *This research is an observational descriptive study with a cross sectional approach, namely data collection is only done once and at the same time.*

Results: *The results showed that the highest percentage of the reliability dimension was quite satisfied as many as 30 people (40.5%). The highest percentage of responsiveness dimension is quite satisfied category as many as 37 people (50.0%). The highest percentage of the clarity dimension is the dissatisfied category as many as 27 people (36.5%). The highest percentage of the dimension of empathy is the quite satisfied category as many as 34 people (45.9%). The highest percentage of the dimensions of facilities and infrastructure is the very satisfied category as many as 32 people (43.2%) respondents. The majority of the level of satisfaction with health services, namely 33 people (44.6%) were satisfied with the health services of the Bandar Kalipah Health Center. The majority of respondents in the adult category were 42 people (56.8%), the majority of the last education was high school as many as 47 people (63.5%), the majority of respondents worked as many as 53 people (71.6%).*

Keywords: *health service satisfaction, COVID-19 pandemic, puskesmas.*