

## ABSTRACT

### **Differences in the Satisfaction Level of Hypertension Patients of Healthcare and Social Security Agency toward the Quality of Health Services at Puskesmas and Primary Clinics in Bandar Lampung**

By

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**Background:** Health care providers must provide good quality health services to the patients. With good quality health services, it is expected to provide satisfaction to patients who use health services. The purpose of this study was to determine the differences in the satisfaction level of hypertension patients of Healthcare and Social Security Agency (BPJS *Kesehatan*) toward the quality of health services at public health centers (puskesmas) and primary clinics in Bandar Lampung.

**Methods:** This type of research is a quantitative comparative using a cross sectional approach with a total of 184 hypertensive patients participating in BPJS *Kesehatan* from 4 puskesmas and 4 primary clinics in collaboration with BPJS *Kesehatan* in Bandar Lampung City. The samples in this research were selected through the Consecutive Sampling technique. The research instrument used a validated questionnaire. The data analysis technique used a Likert scale and processed with a scoring system and differences in patient satisfaction were analyzed bivariately using the Mann Whitney U Test.

**Results:** The results of bivariate analysis using the Mann Whitney U Test obtained sig. 2 tailed = 0.000 (<0.05) which indicates that there is a significant difference in the level of satisfaction of hypertension patients participating in BPJS at the puskesmas and primary clinics.

**Conclusion:** The satisfaction level of hypertension patients who are BPJS participants both at the puskesmas and primary clinics both fall into the satisfied category. However, statistically there is a significant difference in the level of satisfaction of hypertensive patients participating in BPJS *Kesehatan* on the quality of health services at the puskesmas and primary clinics in Bandar Lampung, where the satisfaction level of hypertensive patients participating in BPJS *Kesehatan* at the primary clinics is higher than at the puskesmas.

**Keywords:** Patient satisfaction level, Healthcare and Social Security Agency, public health centers and primary clinics

## ABSTRAK

### PERBEDAAN TINGKAT KEPUASAN PASIEN HIPERTENSI PESERTA BPJS KESEHATAN TERHADAP MUTU PELAYANAN KESEHATAN DI PUSKESMAS DAN KLINIK PRATAMA BANDAR LAMPUNG

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**Latar Belakang :** Penyedia layanan kesehatan harus memberikan mutu pelayanan kesehatan yang baik terhadap pasien. Dengan mutu pelayanan kesehatan yang baik, diharapkan dapat memberikan kepuasan terhadap pasien yang menggunakan pelayanan kesehatan. Tujuan dari penelitian ini adalah mengetahui perbedaan tingkat kepuasan pasien hipertensi peserta BPJS Kesehatan terhadap mutu pelayanan kesehatan di puskesmas dan klinik pratama Bandar Lampung.

**Metode:** Jenis penelitian ini adalah kuantitatif komparatif menggunakan pendekatan *cross sectional* dengan jumlah responden sebanyak 184 orang pasien hipertensi peserta BPJS Kesehatan dari 4 puskesmas dan 4 klinik pratama yang berkerjasama dengan BPJS Kesehatan di Kota Bandar Lampung. Teknik pengambilan sampel menggunakan teknik *Consecutive Sampling*. Instrumen penelitian menggunakan kuesioner yang telah divalidasi. Teknik analisis data menggunakan skala *Likert* dan diolah dengan sistem skoring serta perbedaan kepuasan pasien dianalisis secara bivariat menggunakan uji *Mann Whitney U Test*.

**Hasil:** Hasil analisis bivariat menggunakan uji *Mann Whitney U Test* didapatkan *sig. 2 tailed = 0,000 (<0,05)* yang menunjukkan terdapat perbedaan bermakna kepuasan pasien hipertensi peserta BPJS Kesehatan di puskesmas dan klinik pratama.

**Kesimpulan:** Tingkat kepuasan pasien hipertensi peserta BPJS Kesehatan baik di puskesmas maupun klinik pratama keduanya masuk kedalam kategori puas. Namun secara statistik terdapat perbedaan bermakna tingkat kepuasan pasien hipertensi peserta BPJS Kesehatan terhadap mutu pelayanan kesehatan di puskesmas dan klinik pratama Bandar Lampung, dimana tingkat kepuasan pasien hipertensi peserta BPJS Kesehatan di klinik pratama lebih tinggi dibandingkan dengan di puskesmas.

**Kata kunci :** Tingkat kepuasan pasien, BPJS Kesehatan, puskesmas dan klinik pratama