

ABSTRAK

Pelayanan kesehatan bermutu dilaksanakan melalui penyediaan jaminan kesehatan, fasilitas pelayanan kesehatan, dan infrastruktur pendukung lainnya hingga tingkat desa/kelurahan, serta kemudahan dalam mendapatkan pelayanan kesehatan. Penelitian dilakukan di Puskesmas Taman Krocok Bondowoso dengan tujuan untuk menguji dan menganalisis pengaruh mutu pelayanan dan sarana prasarana terhadap kepuasan pasien dengan dimediasi oleh kompetensi petugas. Objek penelitian adalah warga masyarakat yang terdaftar sebagai pasien yang dirawat inap di Puskesmas Taman Krocok. Penelitian dilakukan selama bulan Maret – Mei 2025. Jumlah responden sebanyak 125 orang. Hasil penelitian menunjukkan bahwa Mutu pelayanan berpengaruh positif dan signifikan terhadap kompetensi petugas di Puskesmas Taman Krocok. Sarana prasarana berpengaruh positif dan signifikan terhadap kompetensi petugas di Puskesmas Taman Krocok. Mutu pelayanan berpengaruh positif tetapi tidak signifikan terhadap kepuasan pasien rawat inap di Puskesmas Taman Krocok. Sarana prasarana berpengaruh positif dan signifikan terhadap kepuasan pasien rawat inap di Puskesmas Taman Krocok Bondowoso. Kompetensi berpengaruh positif dan signifikan terhadap kepuasan pasien rawat inap di Puskesmas Taman Krocok Bondowoso. Mutu pelayanan berpengaruh positif dan signifikan terhadap kepuasan pasien rawat inap melalui kompetensi petugas Puskesmas Taman Krocok Bondowoso. Sarana prasarana berpengaruh positif dan signifikan terhadap kepuasan pasien rawat inap melalui kompetensi petugas Puskesmas Taman Krocok.

Kata kunci: mutu pelayanan, sarana prasarana, kompetensi petugas, kepuasan pasien.

ABSTRACT

Quality health services are implemented through the provision of health insurance, health service facilities, and other supporting infrastructure up to the village/sub-district level, as well as ease in obtaining health services. The study was conducted at the Taman Krocok Health Center, Bondowoso with the aim of testing and analyzing the effect of service quality and infrastructure on patient satisfaction mediated by the competence of officers. The objects of the study were residents who were registered as inpatients at the Taman Krocok Health Center. The study was conducted during March - May 2025. The number of respondents was 125 people. The results of the study showed that service quality had a positive and significant effect on the competence of officers at the Taman Krocok Health Center. Facilities and infrastructure had a positive and significant effect on the competence of officers at the Taman Krocok Health Center. Service quality had a positive but not significant effect on the satisfaction of inpatients at the Taman Krocok Health Center. Facilities and infrastructure had a positive and significant effect on the satisfaction of inpatients at the Taman Krocok Health Center, Bondowoso. Competence has a positive and significant effect on inpatient satisfaction at Taman Krocok Health Center, Bondowoso. Service quality has a positive and significant effect on inpatient satisfaction through the competence of Taman Krocok Health Center officers, Bondowoso. Facilities and infrastructure have a positive and significant effect on inpatient satisfaction through the competence of Taman Krocok Health Center officers.

Keywords: service quality, facilities and infrastructure, officer competence, patient satisfaction.