

ABSTRAK

Puskesmas merupakan fasilitas pelayanan kesehatan tingkat pertama yang memiliki peran penting dalam memberikan pelayanan kesehatan kepada masyarakat. Kepuasan pasien menjadi salah satu indikator keberhasilan pelayanan kesehatan yang dipengaruhi oleh berbagai faktor, di antaranya kualitas layanan dan fasilitas yang tersedia. Di Puskesmas Sumbermalang Kabupaten Situbondo, masih ditemukan berbagai keluhan pasien terkait lamanya waktu pelayanan, kurang optimalnya respons petugas, serta keterbatasan fasilitas penunjang kesehatan. Kondisi tersebut tercermin dari menurunnya nilai Survei Kepuasan Masyarakat (SKM) dalam tiga tahun terakhir. Oleh karena itu, penelitian ini bertujuan untuk menganalisis pengaruh kualitas layanan dan fasilitas terhadap kepuasan pasien di Puskesmas Sumbermalang Kabupaten Situbondo. Penelitian ini menggunakan metode kuantitatif dengan pendekatan survei. Populasi penelitian adalah seluruh pasien yang berobat di Puskesmas Sumbermalang Kabupaten Situbondo. Data penelitian diperoleh melalui penyebaran kuesioner kepada responden yang dipilih menggunakan teknik purposive sampling. Analisis data dilakukan menggunakan regresi linier berganda dengan bantuan program SPSS. Pengujian data meliputi uji validitas, uji reliabilitas, uji asumsi klasik, uji t (parsial), serta koefisien determinasi (R^2) untuk mengetahui pengaruh variabel independen terhadap variabel dependen.

Kata Kunci: Kualitas Layanan, Fasilitas, Kepuasan Pasien, Puskesmas, Pelayanan Kesehatan.

ABSTRACT

Community Health Centers (Puskesmas) are primary healthcare facilities that play an important role in providing healthcare services to the community. Patient satisfaction is one of the key indicators of healthcare service performance, which is influenced by various factors, including service quality and available facilities. At Sumbermalang Community Health Center, Situbondo Regency, several complaints have been reported regarding long service waiting times, inadequate responsiveness of healthcare personnel, and limited supporting facilities. This condition is reflected in the declining Community Satisfaction Index (CSI) over the last three years. Therefore, this study aims to analyze the effect of service quality and facilities on patient satisfaction at Sumbermalang Community Health Center, Situbondo Regency. This study employed a quantitative research method with a survey approach. The population consisted of all patients receiving healthcare services at Sumbermalang Community Health Center. Research data were collected through questionnaires distributed to respondents selected using purposive sampling techniques. Data were analyzed using multiple linear regression with the assistance of SPSS software. The data analysis included validity testing, reliability testing, classical assumption testing, partial t-tests, and the coefficient of determination (R^2) to determine the influence of the independent variables on the dependent variable.

Keywords: Service Quality, Facilities, Patient Satisfaction, Community Health Center, Healthcare Services.