

## ABSTRACT

Public Health Centre plays a big role in approaching health service to the society. The service given should fulfill people's expectation toward health service. The product of health service is closely associated with service quality and patients' satisfaction during treatment. Patients' satisfactory toward health service would be fulfilled if Public Health Centre has a good will in concerning and comprehending the patients' satisfaction.

The objective of the research was to analyze patients' satisfaction and expectation level toward quality of the product, service process, and after-treatment service in improving the functioning of inpatient in Public Health Centre of Sentolo I.

This research was a descriptive observational research. The sample used in this research were 70 patients who came for check up after doing inpatient at Public Health Centre of Sentolo I during June 2006. The samples were taken by using purposive sampling to obtain expectation and satisfaction toward the service quality including the product, service process and after-treatment service.

The result of the research showed that overall the respondents were satisfied with quality of the product, service process and after-treatment service. The respondents' expectation toward quality of the product, service process and after-treatment service were identified to find their fulfillment. Some efforts which can be done by Public Health Centre to improve the functioning of inpatient were cleanliness improvement, facility maintenance, explanation on officers' action, officers' job description arrangement, officers' education improvement and training, and providing explanation form before the patients went home.

*Key words : satisfaction, expectation, inpatient, Public Health Centre*

## ABSTRAK

Pusat Kesehatan Masyarakat (Puskesmas) mempunyai peran besar dalam upaya mendekatkan pelayanan kesehatan kepada masyarakat. Pelayanan yang diberikan harus dapat memenuhi harapan masyarakat terhadap pelayanan kesehatan. Produk jasa pelayanan kesehatan berkaitan erat antara kualitas pelayanan dan kepuasan pasien selama menjalani perawatan. Kepuasan pasien akan pelayanan kesehatan dapat terpenuhi jika Puskesmas mau memahami harapan pasien.

Tujuan penelitian ini adalah untuk menganalisis tingkat kepuasan dan harapan pasien terhadap kualitas produk, proses pelayanan dan pelayanan pasca perawatan dalam upaya peningkatan pemanfaatan rawat inap di Puskesmas Sentolo I.

Penelitian ini merupakan penelitian *observasional* yang bersifat *deskriptif*. Sampel dalam penelitian adalah pasien yang kontrol setelah menjalani rawat inap di Puskesmas Sentolo I sejumlah 70 responden selama Bulan Juni 2006 yang diambil secara *purposive sampling* untuk memperoleh data kepuasan dan harapan terhadap kualitas pelayanan yang meliputi produk, proses pelayanan dan pelayanan pasca perawatan.

Hasil penelitian menunjukkan bahwa secara keseluruhan responden puas terhadap kualitas produk, proses pelayanan dan pelayanan pasca perawatan. Harapan responden terhadap kualitas produk, proses pelayanan dan pelayanan pasca perawatan diidentifikasi untuk dicarikan upaya pemenuhannya. Upaya yang dapat dilakukan Puskesmas untuk meningkatkan pemanfaatan pelayanan rawat inap adalah peningkatan kebersihan, pemeliharaan sarana, pemberian penjelasan tindakan oleh petugas, penataan *job description* petugas, pendidikan dan pelatihan petugas serta pengadaan blangko penjelasan sebelum pasien pulang.

Kata kunci : kepuasan, harapan, rawat inap, Puskesmas