

**ABSTRAK**

**ANALISA PENGARUH KETEPATAN WAKTU PELAYANAN FOTO THORAX TERHADAP KEPUASAN PASIEN DI RSUD Dr.SOETOMO SURABAYA**

Nurul Afifa<sup>1</sup>, Rizka Miladiah Ervianty<sup>2</sup>, Soegardo Indra Praptono<sup>3</sup>

**Latar Belakang :** Kepuasan merupakan tujuan utama pelayanan kesehatan.. Salah satu kualitas pelayanan kesehatan adalah ketepatan waktu pelayanan yang harus dilaksanakan dalam waktu dan cara yang tepat, oleh pemberi layanan yang tepat.

**Tujuan:** penelitian ini bertujuan untuk mengetahui pengaruh ketepatan waktu pelayanan foto thorax terhadap kepuasan pasien di RSUD Dr. Soetomo.

**Metode :** Jenis penelitian kuantitatif dengan pendekatan *cross sectional*. Teknik sampel yang digunakan yaitu purposive sampling. Instrumen penelitian ini antara lain observasi, wawancara, kuesioner. Analisis data menggunakan analisis regresi linear sederhana.

**Hasil dan kesimpulan :** Berdasarkan hasil penelitian yang telah dilakukan sebanyak 83,63% pasien di RSUD Dr. Soetomo mendapatkan pelayanan foto thorax < 3jam dan hasil uji analisis regresi linear sederhana menunjukkan terdapat pengaruh ketepatan waktu pelayanan foto thorax sebesar 61,8% terhadap kepuasan pasien.

**Kata kunci :** Ketepatan waktu, kepuasan pasien, pelayanan foto thorax

<sup>1</sup>Mahasiswa D4 Teknologi Radiologi Pencitraan Fakultas Vokasi Universitas Airlangga, Surabaya

<sup>2</sup>Departemen Bisnis Fakultas Vokasi Universitas Airlangga Surabaya

<sup>3</sup>Departemen Kesehatan Fakultas Vokasi Universitas Airlangga Surabaya

**ABSTRACT**

**Analysi Influence of Timeliness Service Chest X-ray to Patient Satisfaction In RSUD Dr. Soetomo.**

Nurul Afifa<sup>1</sup> · Rizka Miladiah Ervianty<sup>2</sup> , Soegardo Indra Praptono<sup>3</sup>

**Background :** Patient satisfaction is a primary goal of health care. One of quality of health services is the timeliness of services that must be done in the right time and manner, by the right service provider.

**Objective:** This research aims to know the influence of timeliness service chest x-ray to patient satisfaction in RSUD Dr. Soetomo.

**Methods:** This type of research is quantitative with cross-sectional approach. Sampling technique used is purposive sampling. There search instruments include a observation time, interview, and questionnaire. Analysis of the data in this study using analysis regresiion linear.

**Results and Conclusions :** Based on the results of the research that has been carried out as many as in less then 83.63% of patients in Dr. Soetomo General Hospital get a service of chest x ray < 3 hours and linear regression analysis test results showed that there is a signifikan influence of timeliness service chest x-ray to patient satisfaction in RSUD Dr. Soetomo.

Key word: timeliness , patient satisfaction, service of chest x-ray.

<sup>1</sup>Student of Diploma IV Radiology Technology Imaging Vocational Faculty in Airlangga University Surabaya

<sup>2</sup>Business Department of Vocations Faculty in Airlangga University Surabaya

<sup>3</sup>Health Department of Vocations Faculty in Airlangga University Surabaya