

ABSTRAK

GAMBARAN TINGKAT KEPUASAN PASIEN DI PELAYANAN INSTALASI GAWAT DARURAT RSUP PROF. Dr. I.G.N.G NGOERAH

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Instalasi Gawat Darurat (IGD) merupakan ujung tombak pelayanan rumah sakit yang memegang peran penting dalam penyelamatan nyawa secara cepat dan tepat. Tingginya angka kunjungan di IGD RSUP Prof. Dr. I.G.N.G Ngoerah, disertai dengan indikasi adanya variasi kepuasan pasien, menimbulkan urgensi untuk melakukan evaluasi menyeluruh terhadap mutu pelayanan IGD. Tujuan penelitian ini adalah untuk mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan IGD RSUP Prof. Dr. I.G.N.G Ngoerah berdasarkan lima dimensi kualitas pelayanan. Penelitian ini merupakan studi kuantitatif deskriptif dengan pendekatan *cross-sectional* dengan jumlah sampel sebanyak 340 responden yang dipilih menggunakan teknik *purposive sampling* di Zona Kuning IGD RSUP Prof. Dr. I.G.N.G Ngoerah. Data dikumpulkan melalui kuesioner berbasis skala Likert dan dianalisis secara deskriptif. Hasil penelitian menunjukkan sebagian besar pasien menyatakan sangat puas (63,5%), puas (27,6%), dan cukup puas (8,8%) terhadap pelayanan IGD. Dimensi dengan tingkat kepuasan tertinggi adalah *responsiveness* (84,25%), sedangkan terendah adalah *tangibles* (75,41%). Mayoritas responden berusia 51–60 tahun, berjenis kelamin laki-laki, berpendidikan tingkat SMP, bekerja di sektor swasta, dan memiliki pengalaman dirawat sebelumnya. Tingkat kepuasan pasien terhadap pelayanan IGD RSUP Prof. Dr. I.G.N.G Ngoerah tergolong tinggi, khususnya pada aspek daya tanggap (*responsiveness*) tenaga kesehatan. Meskipun demikian, aspek *tangibles* seperti fasilitas ruang tunggu dan kebersihan masih perlu ditingkatkan guna menunjang mutu pelayanan secara menyeluruh.

Kata kunci: Kepuasan pasien, Pelayanan IGD, Kualitas layanan

ABSTRACT

PATIENT SATISFACTION IN THE EMERGENCY DEPARTMENT AT PROF. DR. I.G.N.G NGOERAH GENERAL HOSPITAL: AN OVERVIEW"

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The Emergency Department (ED) serves as the frontline of hospital services and plays a crucial role in providing timely and accurate life-saving care. The high volume of visits to the ED at RSUP Prof. Dr. I.G.N.G Ngoerah, accompanied by indications of varying levels of patient satisfaction, underscores the urgency of conducting a comprehensive evaluation of the ED service quality. The aim of this study is to describe the level of patient satisfaction with the ED services at RSUP Prof. Dr. I.G.N.G Ngoerah based on five service quality dimensions. This research is a descriptive quantitative study with a cross-sectional approach involving 340 respondents selected using purposive sampling in the Yellow Zone of the ED at RSUP Prof. Dr. I.G.N.G Ngoerah. Data were collected using a Likert scale-based questionnaire and analyzed descriptively. The results showed that the majority of patients reported being very satisfied (63.5%), satisfied (27.6%), and fairly satisfied (8.8%) with the ED services. The dimension with the highest satisfaction level was responsiveness (84.25%), while the lowest was tangibles (75.41%). Most respondents were aged 51–60 years, male, had junior high school education, worked in the private sector, and had previous hospitalization experiences. Overall, patient satisfaction with the ED services at RSUP Prof. Dr. I.G.N.G Ngoerah is considered high, particularly in the aspect of healthcare workers' responsiveness. However, tangible aspects such as waiting room facilities and cleanliness still require improvement to support the overall quality of service.

Keywords: *Patient satisfaction, emergency department services, service quality*