

ABSTRAK

Hubungan Pengetahuan dan Sikap Petugas Pada Pelayanan Flebotomi Terhadap Tingkat Kepuasan Pasien di RSUD Sepaku

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Pelayanan flebotomi merupakan tahapan penting dalam proses pemeriksaan laboratorium yang sangat menentukan kualitas spesimen dan kepuasan pasien. Pengetahuan dan sikap petugas dalam memberikan pelayanan flebotomi diduga berpengaruh terhadap tingkat kepuasan pasien. Namun, belum terdapat penelitian yang mengkaji hubungan kedua faktor tersebut di RSUD Sepaku. Metode yang digunakan merupakan penelitian kuantitatif dengan desain analitik observasional menggunakan pendekatan *cross-sectional*. Populasi penelitian adalah seluruh petugas flebotomi di RSUD Sepaku sebanyak 30 orang yang diambil menggunakan teknik *total sampling*. Sebanyak 150 pasien dijadikan subjek pendukung untuk menilai kepuasan terhadap pelayanan flebotomi. Data dikumpulkan menggunakan kuesioner pengetahuan, sikap, dan kepuasan pasien, kemudian dianalisis secara univariat dan bivariat menggunakan uji Chi-Square dengan tingkat signifikansi 95% ($\alpha = 0,05$). Hasil penelitian menunjukkan sebagian besar petugas memiliki tingkat pengetahuan kategori baik (80,0%) dan sikap positif (86,7%). Sebagian besar pasien menyatakan puas terhadap pelayanan flebotomi (93,3%). Hasil uji Chi-Square menunjukkan terdapat hubungan yang signifikan antara pengetahuan petugas dengan tingkat kepuasan pasien ($p = 0,004$) serta antara sikap petugas dengan tingkat kepuasan pasien ($p = 0,003$). Pengetahuan dan sikap petugas flebotomi berhubungan secara signifikan dengan tingkat kepuasan pasien di RSUD Sepaku. Semakin baik pengetahuan dan semakin positif sikap petugas dalam memberikan pelayanan flebotomi, semakin tinggi tingkat kepuasan pasien. Hasil penelitian ini diharapkan menjadi dasar bagi rumah sakit dalam meningkatkan kompetensi petugas melalui pelatihan, pembinaan, dan evaluasi mutu pelayanan laboratorium secara berkelanjutan.

Kata kunci : Pengetahuan, Sikap, Flebotomi, Kepuasan Pasien.

ABSTRACT

The Relationship Between Phlebotomy Staff Knowledge and Attitudes and Patient Satisfaction at Sepaku Regional General Hospital

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Phlebotomy is a critical step in the laboratory testing process, as it directly affects specimen quality and patient satisfaction. The knowledge and attitudes of Phlebotomy staff are considered important factors influencing the quality of Phlebotomy services and, consequently, patient satisfaction. However, no previous study has investigated the relationship between these factors at Sepaku Regional General Hospital. This study employed a quantitative analytical observational design using a cross-sectional approach. The study population consisted of all 30 Phlebotomy staff members at Sepaku Regional General Hospital, who were selected using a total sampling technique. In addition, 150 patients were included as supporting respondents to assess their satisfaction with the Phlebotomy services they received. Data were collected using structured questionnaires assessing staff knowledge, staff attitudes, and patient satisfaction. The data were analyzed using univariate and bivariate analyses, with the Chi-square test performed at a 95% confidence level ($\alpha = 0.05$). The results showed that most Phlebotomy staff had good knowledge (80.0%) and positive attitudes (86.7%). Furthermore, the majority of patients were satisfied with the Phlebotomy services provided (93.3%). The Chi-square analysis revealed a statistically significant relationship between staff knowledge and patient satisfaction ($p = 0.004$), as well as between staff attitudes and patient satisfaction ($p = 0.003$). These findings indicate that better knowledge and more positive attitudes among Phlebotomy staff are associated with higher levels of patient satisfaction. Therefore, improving staff competence through continuous education, training, supervision, and quality improvement programs is essential to enhance the quality of laboratory services and patient satisfaction.

Keywords: Knowledge, Attitude, Phlebotomy, Patient Satisfaction.