

ABSTRAK

Puskesmas merupakan salah satu fasilitas kesehatan tingkat pertama yang memberikan pelayanan Program Rujuk Balik (PRB) untuk peserta JKN. Puskesmas Rejowinangun beralamat di Jalan Kanjeng Jimat No.196 Santren Rejowinangun Kec. Trenggalek Kab. Trenggalek merupakan fasilitas kesehatan tingkat pertama yang telah bekerjasama dengan BPJS Kesehatan. Tujuan penelitian ini untuk mengetahui tingkat kepuasan peserta JKN terhadap kualitas pelayanan program rujuk balik (PRB) di Puskesmas Rejowinangun. Penelitian ini merupakan penelitian kualitatif menggunakan pendekatan deskriptif dengan metode survei. Teknik pengambilan data menggunakan kuesioner. Metode analisis data menggunakan analisis univariat dengan menyajikan data dalam bentuk tabel atau distribusi frekuensi. Hasil penelitian kepuasan terhadap pelayanan PRB dapat diketahui responden dimensi tangible (bukti fisik) menyatakan puas sebanyak 76%, reliability (kehandalan) menyatakan puas sebanyak 78%, responsiveness (daya tanggap) menyatakan puas sebanyak 59%, assurance (jaminan) menyatakan puas sebanyak 60% dan empathy (empati) menyatakan sangat puas sebanyak 51%. Dengan ini Puskesmas perlu melakukan peninjauan pada hal-hal yang masih kurang terutama pada dimensi tangible (bukti fisik) dan responsiveness (daya tanggap) karena masih ada beberapa responden yang kurang puas. Saran bagi Puskesmas diharapkan penelitian ini menjadi masukan bagi Puskesmas Rejowinangun untuk lebih meningkatkan pelayanan pelayanan kesehatan yang diberikan kepada masyarakat.

Kata kunci: Peserta JKN, Kepuasan, Pelayanan, PRB

ABSTRACT

Primary Health Care (Puskesmas) is one of the first-level health facilities that provides Referral Program (PRB) services for JKN participants. The Rejowinangun Primary Health Care (Puskesmas) is located at Jalan Kanjeng Jimat No. 196 Santren Rejowinangun, Trenggalek District, Trenggalek Regency, is a first-level health facility that has collaborated with BPJS Kesehatan. The purpose of this study was to determine the level of satisfaction of JKN participants with the quality of the referral program (PRB) service at the Rejowinangun Health Center. This study is a qualitative study using a descriptive approach with a survey method. The data collection technique used a questionnaire. The data analysis method used univariate analysis by presenting data in the form of tables or frequency distributions. The results of the study on satisfaction with PRB services can be seen from the respondents' tangible dimension (physical evidence) stating that they were satisfied as much as 76%, reliability (reliability) stating that they were satisfied as much as 78%, responsiveness (responsiveness) stating that they were satisfied as much as 59%, assurance (assurance) stating that they were satisfied as much as 60% and empathy (empathy) stating that they were very satisfied as much as 51%. With this, the Health Center needs to review things that are still lacking, especially in the tangible dimensions (physical evidence) and responsiveness (responsiveness) because there are still some respondents who are not satisfied. Suggestions for the Health Center: This study is expected to be input for the Rejowinangun Health Center to further improve the health services provided to the community.

Keywords: JKN Participants, Satisfaction, Service, PRB