

## ABSTRAK

**META ARNELITA. Analisa Tingkat Kepuasan Keluarga Pasien Di Bagian Pelayanan Pendaftaran Pasien Instalasi Gawat Darurat Di Rumah Sakit Menteng Mitra Afia. Karya Tulis Ilmiah, Jakarta Bhumi Husada, Program D-III Akademi Perkam Medis dan Informasi Kesehatan, 2021.** 56 Halaman, 8 Gambar, 4 Tabel, 5 Lampiran.

Penelitian ini dilakukan untuk mendapatkan gambaran kepuasan keluarga pasien terhadap pelayanan di bagian pendaftaran pasien IGD di Rumah Sakit Menteng Mitra Afia. Tempat penelitian ini dilakukan di tempat pendaftaran pasien IGD Rumah Sakit Menteng Mitra Afia pada bulan Juni 2021 dengan menggunakan metode analisis deskriptif kualitatif dengan teknik pengumpulan data secara observasi langsung dan wawancara petugas pendaftaran. Sampel dari penelitian ini berjumlah 178 keluarga pasien yang didapatkan dari jumlah populasi keluarga pasien pada bulan Januari, Februari dan Maret 2021.

Pendaftaran merupakan awal dari suatu pelayanan rumah sakit. Disinilah pentingnya peran seorang petugas pendaftaran harus mampu memberikan kesan baik sehingga keluarga pasien dapat merasakan kepuasan dari pelayanan rumah sakit. Dimensi kepuasan terdiri dari 5 yaitu *Responsiveness* (daya tanggap), *Reliability* (kehandalan), *Assurance* (jaminan), *Emphaty* (empati), *Tangibles* (tampilan/ bukti fisik). Hasil penelitian berdasarkan 5 dimensi mutu pelayanan pendaftaran pasien IGD yaitu *Responsiveness* (daya tanggap) kategori puas 77,00%, kategori netral 16,40%, dan kategori tidak puas 6,85%. *Reliability* (kehandalan) kategori puas 76,63%, kategori netral 15,17%, dan kategori tidak puas 8,11%. *Assurance* (Jaminan) kategori puas 76,40%, kategori netral 17,98%, dan kategori tidak puas 5,28%. *Emphaty* (Empati) kategori puas 75,06%, kategori netral 19,66%, dan kategori tidak puas 5,28%. *Tangibles* (tampilan/ bukti fisik) kategori puas 66,52%, kategori netral 19,78%, dan kategori tidak puas 13,71%.

Daftar Pustaka : 17 (1999 – 2019)

*Keyword/Kata Kunci* : Kepuasan keluarga pasien di pelayanan pendaftaran pasien IGD.

## ABSTRACT

**META ARNELITA.** *Analysis of Patient Family Goal Levels in the Patient Registration Service Section of the Emergency Installation at Menteng Mitra Afia Hospital.* Scientific Writing, Program D-III Medical Recorder Academy and Health Information Bhumi Husada Jakarta, 2021. 56 Pages, 8 Pictures, 4 Tables, 5 Attachments.

This study was conducted to obtain an overview of the patient's family satisfaction with services at the emergency room (ER) patient registration section at Menteng Mitra Afia Hospital. The place of this research was carried out at the emergency room (ER) patient registration site at Menteng Mitra Afia Hospital in June 2021 using a qualitative descriptive analysis method with data collection by direct observation and interviews with registration officers. The sample from this study collected 178 patient families obtained from the total patient family population in January, February and March 2021.

Registration is the beginning of a hospital service. This is where the importance of the role of a registration officer must be able to give a good impression so that the patient's family can feel satisfaction from hospital services. Dimensions of satisfaction consist of 5 namely Responsiveness (responsiveness), Reliability (reliability), Assurance (guarantee), Empathy (empathy), Tangibles (display/physical evidence). The results of the study were based on 5 dimensions of service quality for emergency room (ER) patient registration, namely Responsiveness (responsiveness) 77.00% satisfied category, 16.40% neutral category, and 6.85% dissatisfied category. The reliability of the satisfied category is 76.63%, the neutral category is 15.17%, and the dissatisfied category is 8.11%. Guarantee (Guarantee) in the category of 76.40% satisfied, 17.98% neutral category, and 5.28% dissatisfied category. Empathy (Empathy) is 75.06% satisfied category, 19.66% neutral category, and 5.28% dissatisfied category. Tangibles (display/physical evidence) in the satisfied category is 66.52%, the neutral category is 19.78%, and the dissatisfied category is 13.71%.

Bibliography : 17 (1999 – 2019)

Keywords/Keywords: Satisfaction of the patient's family in the emergency room (ER) patient registration service.