

## ABSTRAK

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Judul : Faktor-Faktor yang Berhubungan dengan Kepuasan Pasien di Puskesmas Kalideres Jakarta Barat

Kepuasan pasien sangat dipengaruhi oleh kualitas layanan kesehatan, khususnya di puskesmas sebagai fasilitas kesehatan tingkat pertama. Hasil observasi awal di Puskesmas Kalideres Jakarta Barat menunjukkan tingkat kepuasan sebesar 77,8%, namun masih ditemukan keluhan mengenai waktu tunggu pelayanan, kelengkapan fasilitas, dan aspek kebersihan. Faktor sosiodemografi seperti usia, jenis kelamin, pendidikan, pekerjaan, dan status pernikahan dapat mempengaruhi persepsi serta harapan pasien terhadap layanan yang diterima, sehingga menimbulkan variasi tingkat kepuasan. Selain itu, kepesertaan BPJS memberikan rasa aman secara finansial, namun tetap membutuhkan pelayanan yang sesuai dan berkualitas, sedangkan frekuensi kunjungan pasien dapat memperkuat ekspektasi maupun pengalaman dalam menilai mutu layanan. Penelitian ini bertujuan untuk mengetahui faktor-faktor yang berhubungan dengan kepuasan pasien di Puskesmas Kalideres Jakarta Barat. Metode penelitian menggunakan pendekatan kuantitatif dengan desain *cross-sectional*. Populasi penelitian merupakan seluruh pasien yang mendaftar di puskesmas Kalideres di Jakarta Barat, sedangkan sampel ditentukan menggunakan teknik *nonprobability* sampling dengan metode insidental. Perhitungan ukuran sampel dilakukan dengan rumus Bernoulli dan diperoleh sebanyak 100 responden. Teknik pengumpulan data menggunakan data primer dengan penyebaran kuesioner. Analisis data dilakukan secara univariat, bivariat dan multivariat. Hasil bivariat menunjukkan dari berbagai faktor sosiodemografi, hanya penghasilan per bulan ( $p=0.005$ ; OR=3.840; CI 1.55-9.55) dan frekuensi kunjungan ( $p=0,000$ ; OR=11.806; CI 4.17-33.41) yang berhubungan dengan kepuasan pasien di Puskesmas Kalideres Jakarta Barat. Hasil multivariat, menunjukkan hasil koefisien determinasi dengan Nagelkerke Rsquare diperoleh 0.371, yang menunjukkan bahwa sebesar 31.7% kemampuan pekerjaan ( $p=0.038$ ; OR=2.872 ; CI 1.059-7.787); , penghasilan perbulan ( $p=0.037$ ; OR=0.282 ; CI 0.086-0.929)serta ; frekuensi kunjungan ( $p=0.000$ ; OR=0.138; CI 0.052-0.367). Berdasarkan hasil multivariat, faktor dominan yang berhubungan dnegan kepuasan pasien di Puskesmas Kalideres Jakarta Barat merupakan frekuensi kunjungan. Berdasarkan temuan ini, direkomendasikan agar Puskesmas Kalideres meningkatkan efektivitas administrasi BPJS, memperkuat edukasi pasien terkait manfaat kepesertaan dan pentingnya kunjungan rutin, mengoptimalkan monitoring kepuasan pasien, serta meningkatkan kualitas komunikasi dan pelayanan petugas kesehatan untuk mendukung peningkatan kepuasan pasien secara berkelanjutan

Kata Kunci : Kepuasan Pasien, Faktor Sosiodemografi, Kepesertaan BPJS, Frekuensi kunjungan, Puskesmas Kalideres.

## ABSTRACT

Name : Yeni Padmini Krestanti  
Study Program : Master of Public Health  
Title : *Factors Associated with Patient Satisfaction at the Kalideres Community Health Center, West Jakarta*

*Patient satisfaction is strongly influenced by the quality of healthcare services, particularly at community health centers (Puskesmas) as primary healthcare facilities. Initial observations at the Kalideres Community Health Center in West Jakarta showed a satisfaction rate of 77.8%. However, complaints were still found regarding waiting times, completeness of facilities, and cleanliness. Sociodemographic factors such as age, gender, education, occupation, and marital status can influence patient perceptions and expectations of the services received, resulting in variations in satisfaction levels. Furthermore, BPJS membership provides a sense of financial security, but still requires appropriate and quality services. Meanwhile, the frequency of patient visits can strengthen expectations and experiences in assessing service quality. This study aims to determine factors related to patient satisfaction at the Kalideres Community Health Center in West Jakarta. The research method used a quantitative approach with a cross-sectional design. The study population was all patients registered at the Kalideres Community Health Center in West Jakarta, while the sample was determined using a nonprobability sampling technique with an incidental method. The sample size was calculated using the Bernoulli formula and obtained 100 respondents. The data collection technique used primary data by distributing questionnaires. Data analysis was performed univariately, bivariately, and multivariately. Bivariate results showed that of various sociodemographic factors, only monthly income ( $p=0.005$ ;  $OR=3.840$ ;  $CI\ 1.55-9.55$ ) and frequency of visits ( $p=0.000$ ;  $OR=11.806$ ;  $CI\ 4.17-33.41$ ) were related to patient satisfaction at the Kalideres Community Health Center, West Jakarta. Multivariate results showed that the coefficient of determination with Nagelkerke  $R^2$  was obtained 0.371, which indicated that 31.7% of work ability ( $p=0.038$ ;  $OR=2.872$ ;  $CI\ 1.059-7.787$ ); , monthly income ( $p=0.037$ ;  $OR=0.282$ ;  $CI\ 0.086-0.929$ ) and; frequency of visits ( $p=0.000$ ;  $OR=0.138$ ;  $CI\ 0.052-0.367$ ). Based on multivariate results, the dominant factor associated with patient satisfaction at the Kalideres Community Health Center, West Jakarta, was frequency of visits. Based on these findings, it is recommended that the Kalideres Community Health Center improve the effectiveness of BPJS administration, strengthen patient education regarding membership benefits and the importance of regular visits, optimize patient satisfaction monitoring, and improve the quality of communication and service provided by healthcare workers to support sustainable patient satisfaction..*

**Keywords:** *Patient Satisfaction, Sociodemographic Factors, BPJS Membership, Frequency of Visits, Kalideres Community Health Center*