

ABSTRAK

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Judul : Faktor-Faktor yang berhubungan dengan Kepuasan Pasien pada Aktivitas Logistik di RSUD Provinsi NTB

Latar Belakang : Kepuasan pasien merupakan indikator utama dalam menilai kualitas layanan rumah sakit, karena mencerminkan kemampuan rumah sakit dalam memenuhi harapan pasien secara efektif dan profesional. Salah satu faktor yang sangat memengaruhi kepuasan pasien adalah manajemen logistik rumah sakit, yang mencakup berbagai aspek seperti aksesibilitas fisik, waktu tunggu, *hospital hotel services*, prosedur administrasi, dan ketersediaan obat. Efektivitas pengelolaan logistik ini memastikan kelancaran pelayanan, mempercepat alur distribusi obat dan alat medis, serta mendukung tenaga kesehatan dalam memberikan layanan yang tepat waktu dan berkualitas. **Tujuan :** Mengetahui faktor-faktor yang berhubungan dengan kepuasan pasien pada aktivitas logistik di RSUD Provinsi NTB, yang terdiri dari aksesibilitas fisik, waktu tunggu, *hospital hotel service*, prosedur administrasi dan ketersediaan obat. **Metode:** Jenis penelitian menggunakan kuantitatif, dengan desain *cross sectional*. Populasi dalam penelitian ini merupakan pasien rawat jalan, dengan jumlah sample sebanyak 228 orang. Analisis data dilakukan dengan analisis univariat, bivariat dan multivariat. **Hasil :** Hasil penelitian menunjukkan bahwa aksesibilitas fisik ($P=0.000$ dan $OR=3.262$), prosedur administrasi ($P=0.000$ dan $OR=4.413$) dan ketersediaan obat ($P=0.009$ dan $OR= 2.272$) berhubungan dengan kepuasan pasien pada aktivitas logistik, sementara waktu tunggu ($P=0.313$ dan $OR=1.371$) dan *hospital hotel service* ($P=0.069$ dan $OR=1.717$) tidak berhubungan. Hasil analisis multivariat menunjukkan bahwa aksesibilitas, prosedur administrasi serta ketersediaan obat berhubungan dengan kepuasan pasien pada aktivitas logistik di RSUD Provinsi NTB. Sementara *hospital hotel service* tidak berhubungan dengan setelah di kontrol demografi pasien seperti usia, jenis kelamin, status pernikahan, tingkat pendidikan dan pekerjaan, dengan besaran kontribusinya sebesar 23.1%. **Rekomendasi :** RSUD Provinsi NTB perlu terus meningkatkan prosedur administrasi, memastikan ketersediaan obat yang konsisten, dan menjaga aksesibilitas fisik yang baik guna meningkatkan kepuasan pasien khususnya pada layanan logistik.

Kata kunci: Kepuasan, Aktivitas Logistik, Aksesibilitas Fisik, Prosedur Administrasi, Ketersediaan Obat

ABSTRACT

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Title : Factors Related to Patient Satisfaction with Logistics Activities at the NTB Provincial Hospital

Background: *Patient satisfaction is a key indicator in assessing the quality of hospital services, as it reflects the hospital's ability to meet patient expectations effectively and professionally. One factor that significantly influences patient satisfaction is hospital logistics management, which encompasses various aspects such as physical accessibility, waiting times, hospital hotel services, administrative procedures, and medication availability. Effective logistics management ensures smooth service delivery, expedites the distribution of medications and medical devices, and supports healthcare workers in providing timely and quality services.*

Objective: *To determine the factors related to patient satisfaction with logistics activities at the NTB Provincial Hospital, including physical accessibility, waiting times, hospital hotel services, administrative procedures, and medication availability.* **Method :** *This study used a quantitative method with a cross-sectional design. The population in this study were outpatients, with a sample size of 228 patients. Data analysis was performed using univariate, bivariate, and multivariate analyses.* **Results:** *The study showed that physical accessibility ($P=0.000$ and $OR=3.262$), administrative procedures ($P=0.000$ and $OR=4.413$), and medication availability ($P=0.009$ and $OR=2.272$) were associated with patient satisfaction with logistics activities, while waiting time ($P=0.313$ and $OR=1.371$) and hospital hotel service ($P=0.069$ and $OR=1.717$) were not. Multivariate analysis showed that accessibility, administrative procedures, and medication availability were associated with patient satisfaction with logistics activities at the NTB Provincial Hospital. Hospital hotel service, however, was not associated with these factors after controlling for patient demographics such as age, gender, marital status, education level, and occupation, with a contribution of 23.1%.*

Recommendation: *The NTB Provincial Hospital needs to continue improving administrative procedures, ensuring consistent medication availability, and maintaining good physical accessibility to improve patient satisfaction, particularly with logistics services.*

Keywords: *Satisfaction, Logistics Activities, Physical Accessibility, Administrative Procedures, Drug Availability*