

ABSTRAK

Determinan Kepuasan Pasien terhadap Pelayanan Hemodialisa di Rumkit Tk. II Udayana Tahun 2026

Penelitian ini bertujuan untuk menganalisis determinan kepuasan pasien terhadap pelayanan hemodialisa di Rumkit Tk. II Udayana Tahun 2026. Penelitian menggunakan desain kuantitatif dengan pendekatan *cross-sectional*. Sampel penelitian berjumlah 96 pasien yang menjalani pelayanan hemodialisa dan dipilih dengan teknik *total sampling*. Kepuasan pasien diukur menggunakan pendekatan SERVQUAL yang meliputi dimensi *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Analisis data dilakukan secara deskriptif, bivariat, dan multivariat menggunakan regresi logistik. Hasil penelitian menunjukkan bahwa 67 responden (69,8%) berada pada kategori puas dan 29 responden (30,2%) berada pada kategori tidak puas. Dimensi *tangibles* memiliki nilai rata-rata tertinggi (18,8958), sedangkan *assurance* memiliki nilai rata-rata terendah (18,7292). Hasil analisis bivariat menunjukkan bahwa karakteristik dan kondisi pasien yang dianalisis tidak memiliki hubungan yang bermakna secara statistik dengan kepuasan pasien ($p > 0,05$). Hipertensi merupakan satu-satunya variabel yang memenuhi kriteria sebagai kandidat analisis multivariat ($p = 0,110$). Hasil regresi logistik menunjukkan bahwa hipertensi belum memiliki hubungan yang bermakna secara statistik dengan kepuasan pasien ($p = 0,115$; POR = 2,282; 95% CI: 0,818–6,365). Kesimpulannya, sebagian besar pasien puas terhadap pelayanan hemodialisa, namun belum ditemukan determinan yang terbukti signifikan secara statistik terhadap kepuasan pasien.

Kata kunci: kepuasan pasien, hemodialisa, kualitas pelayanan, SERVQUAL, hipertensi

ABSTRACT

Determinants of Patient Satisfaction with Hemodialysis Services at Rumkit Tk. II Udayana in 2026

This study aimed to analyze the determinants of patient satisfaction with hemodialysis services at Rumkit Tk. II Udayana in 2026. This quantitative study employed a cross-sectional design. The study included 96 patients receiving hemodialysis services who were selected using total sampling. Patient satisfaction was assessed using the SERVQUAL approach, which comprises five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. Data were analyzed using descriptive, bivariate, and multivariate analyses with logistic regression. The results showed that 67 respondents (69.8%) were satisfied, while 29 respondents (30.2%) were dissatisfied. The tangibles dimension had the highest mean score (18.8958), whereas the assurance dimension had the lowest mean score (18.7292). Bivariate analysis showed that the patient characteristics and clinical conditions analyzed were not significantly associated with patient satisfaction ($p > 0.05$). Hypertension was the only variable that met the criteria for inclusion as a candidate in the multivariate analysis ($p = 0.110$). Logistic regression analysis showed that hypertension was not significantly associated with patient satisfaction ($p = 0.115$; $POR = 2.282$; 95% $CI: 0.818-6.365$). In conclusion, the majority of patients were satisfied with the hemodialysis services; however, no determinant was found to be statistically significantly associated with patient satisfaction.

Keywords: patient satisfaction, hemodialysis, service quality, SERVQUAL, hypertension