

ABSTRAK

Dalam upaya pemenuhan kebutuhan dokter dan menyiapkan tenaga dokter yang bermutu baik di bidangnya, pemerintah menyelenggarakan program internsip di mana dokter yang baru menyelesaikan masa pendidikan profesi melakukan magang di rumah sakit. Salah satu unit yang menjadi tempat kegiatan internsip adalah unit gawat darurat (UGD). Hasil survei awal peneliti diketahui jumlah kunjungan pasien ke UGD cenderung meningkat dan ditemui pasien yang merasa kurang puas terhadap pelayanan dokter internsip. Tujuan penelitian ini adalah untuk menganalisis pengaruh mutu pelayanan dokter internsip terhadap kepuasan pasien di Unit Gawat Darurat RSUD Royal Prima Medan. Jenis penelitian ini adalah survei dengan pendekatan *explanatory research*. Populasi penelitian adalah pasien/keluarga pasien yang berkunjung ke UGD RSUD Royal Prima Medan. Sampel diambil dengan teknik *accidental sampling* dan dibatasi pada jumlah sampel minimal yaitu 30 orang. Metode pengumpulan data melalui penyebaran kuesioner dan dokumentasi. Metode analisis data terdiri dari univariat, bivariat dengan korelasi product moment dan multivariat dengan menggunakan persamaan regresi linier berganda. Hasil penelitian ada pengaruh kehandalan, daya tanggap, jaminan dan empati dokter umum internsip terhadap kepuasan pasien. Hasil uji determinasi berdasarkan nilai koefisien korelasi (R) yaitu 0,918 dan koefisien korelasi determinasi (*R Square*) sebesar 0,843 yang berarti 84,3% variasi variabel independen (kehandalan, daya tanggap, jaminan dan empati) mampu menjelaskan variabel dependen yaitu kepuasan pasien di UGD RSUD Royal Prima Medan. Sisanya sebesar 15,7% dipengaruhi variabel lain yang tidak diteliti dalam penelitian ini. Kesimpulan hasil penelitian ada pengaruh mutu pelayanan dokter internsip terhadap kepuasan pasien di Unit Gawat Darurat RSUD Royal Prima Medan.

Kata Kunci : Mutu pelayanan, dokter internsip, kepuasan pasien

ABSTRACT

In an effort to meet the needs of doctors and prepare qualified doctors in their fields, the government has organized an internship program in which doctors who have just completed their professional education period are doing internships in hospitals. One of the units where the internship is conducted is the emergency unit. The results of the initial survey of researchers found that the number of patient visits to the emergency unit tends to increase and was found by patients who were not satisfied with the internship doctors's services. The purpose of this study was to analyze the quality of internship doctors's services to patient satisfaction in the emergency unit of the Royal Prima Hospital, Medan. This is a survey research with an explanatory approach. The population was patients/ families visiting the emergency unit of Royal Prima Hospital, Medan. Samples were taken by accidental sampling technique and limited to a minimum sample size of 30 people. Data collected through questionnaires and documentation. Data analyzed by using univariate, bivariate with product moment correlations and multivariate with multiple linear regression equations. The results that there is the effect of reliability, responsiveness, assurance and empathy of internalized general practitioners on patient satisfaction. Determination test results based on the value of the correlation coefficient (R) is 0.918 and the correlation coefficient of determination (R Square) of 0.843 which means 84.3% of the variation of independent variables (reliability, responsiveness, assurance and empathy) is able to explain the dependent variable namely patient satisfaction in the ER Royal Prima Hospital Medan. The remaining 15.7% is influenced by other variables not examined in this study. The conclusion of the research results is that there is the effect of the quality of internship doctors's services on patient satisfaction in the Emergency Unit of the Royal Prima Hospital, Medan.

Keywords: quality of service, internship doctors, patient satisfaction