

Analisis Kepuasan Pengungsi Terhadap Pelayanan Kesehatan di Puskesmas X Makassar Tahun 2020

Munawaroh, Sayyidatul

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Abstrak

<div style="text-align: justify;">erjadinya konflik diberbagai negara sehingga sebagian warga negaranya memutuskan untuk meninggalkan negaranya dan mengungsi, pada tahun 2019 sebesar 13.657 pengungsi yang ada Indonesia. Sehingga keadaan mereka tidak beruntung ini dengan berbagai kesulitan namun pengungsi tetap memiliki hak untuk mendapatkan pelayanan kesehatan yang terstandar sebagai bagian dari hak asasi manusia. Penelitian ini menggunakan metode campuran (mix methods) dengan mengambil data metode kuantitatif terlebih dahulu setelah itu memperkuat dengan melakukan metode kualitatif kepada stakeholder yang langsung memberikan pelayanan kesehatan. Hasil analisis univariat, menunjukkan bahwa dimensi pengungsi yang merasa puas 36% dan tidak puas 35%, sedangkan dimensi empathy sebesar 51% tidak puas dan dimensi assurance 52%. Berbeda dengan hasil kualitatif kepada stakeholder dapat disimpulkan bahwa seluruh dimensi sudah terpenuhi sesuai dengan harapan para pengungsi. Secara simultan provider dapat meninjau efektif dan efisien pelayanan kesehatan sesuai dengan kebutuhan para pengungsi sehingga mampu melaksanakan pelayanan yang prima.
<hr /><p>Conflicts in some countries cause their citizens to leave the country to seek asylum. In 2019, the number of overseas refugees in Indonesia was 13,657 people. In conditions that are full of disadvantages and difficulties, refugees still have the right to fulfil their basic needs, including access to health cares. This study used a mixed method, consisting of quantitative and qualitative methods. The qualitative method was used to confirm the results of quantitative analysis, which was done by interviewing the health service providers. The results of the analysis showed that 36% of refugees were satisfied with health services in the X health center (Puskesmas), while 35% were not satisfied. On the other hand, the percentage of refugees who were not satisfied with health services based on the dimension of empathy and assurance was 51% and 52%, respectively. However, the results of qualitative approach demonstrated otherwise, where the health care providers stated that all dimensions of service quality have met the standard and were in accordance with the expectations of refugees. The Puskesmas are advised to evaluate and improve the effectiveness and efficiency of the health services by considering the needs of refugees.</p></div>