

ABSTRAK

Kepuasan pasien adalah hasil dari kesenjangan antara yang diharapkan dan karakteristik yang dirasakan oleh pasien dari pelayanan yang diterima. Pelayanan yang memuaskan dan berkualitas akan membentuk loyalitas dari pasien atau pelanggan, kemudian akan berlanjut pada proses terbentuknya citra puskesmas yang meningkat. Dalam meningkatkan kualitas pelayanan kesehatan Pemerintah Kota Surabaya ikut andil dalam proses tersebut. Pemerintah Kota Surabaya menghadirkan e-health, sebagai solusi untuk menghilangkan pengambilan nomor antrian secara manual guna meningkatkan kualitas pelayanan kesehatan.

Subjek penelitian ini dilakukan di Puskesmas Ketabang Kota Surabaya. Sedangkan objek dari penelitian ini adalah Implementasi Sistem Layanan E-health dalam meningkatkan kualitas pelayanan di Puskesmas Ketabang Kota Surabaya. Penelitian ini merupakan jenis penelitian kualitatif deskriptif. Data yang digunakan dalam penelitian ini diperoleh melalui wawancara, observasi, dokumentasi dan kuesioner.

Penelitian ini mengambil sampel 100 orang dengan menggunakan teknik accidental sampling. Hasil penelitian menunjukkan bahwa prosentase rata – rata kepuasan dan pemahaman masyarakat terhadap layanan *e-health* sebesar 96,34%. Hasil tersebut termasuk pada kelas interval 81% - 100% dengan kategori sangat setuju, yang secara garis besar artinya kepuasan layanan e-health di Puskesmas Ketabang Kota Surabaya sebagian besar telah memuaskan.

Kata Kunci: Inovasi, e-Health, Kualitas Pelayanan Kesehatan

ABSTRACT

The patient's satisfaction is the result of the distinction between the expectation and characteristic which is experienced by the patients from the service. A satisfaction service and qualification are to create patients loyalty for the customers, moreover, it will increase the brand image of Puskesmas. In order to improve the quality of health service, the local government of the city of Surabaya is involved in this process. The government of the city of Surabaya provides e-health, as the solution to erase the manual queue numbers in order to improve the quality of health service.

The research subject used Puskesmas Ketabang city of Surabaya. Meanwhile, the research object of this study was the implementation of the E-health service system to increase the quality of health service at Puskesmas Ketabang city of Surabaya. This research used interviews, observation, documentation, questionnaires.

This research used an accidental sampling technique, it obtained 100 samples. Besides, the result of this research showed that the average percentage of satisfaction and public understanding of the e-health service system was 96,34%. Those results included the interval class of 81%-100% with the agreed category which meant that the satisfaction of the e-health service system at Puskesmas Ketabang city of Surabaya was mostly satisfied.

Keywords: Innovation, e-health, quality of health service.

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The research subject used Puskesmas Ketabang city of Surabaya. Meanwhile, the research object of this study was the implementation of the E-health service system to increase the quality of health service at Puskesmas Ketabang city of Surabaya. This research was descriptive and qualitative. Furthermore, the data of this research were interviews, observation, documentation, and questionnaires.

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