

ABSTRACT

THE RELATIONSHIP OF EFFECTIVE COMMUNICATION AND LABORATORY SERVICES WITH PATIENT SATISFACTION IN THE HOME LABORATORY SICK DR. H. MOCH. ANSARI SALEH

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Effective communication between laboratory staff and patients is an important aspect that can influence laboratory patient satisfaction. Patient satisfaction is one of the important things in evaluating the quality of health services. There are five aspects in building effective communication, namely clarity, accuracy, context, flow and culture. And in this case the excellent service that is expected is the way laboratory staff communicate effectively with patients. This research was conducted using a cross sectional approach with a purposive sampling technique. The research subjects were 95 outpatients. All variables were measured using a questionnaire. Statistical tests used the chi square test, the results showed that there was a relationship between effective communication and patient satisfaction ($p=0.000$), and there was no relationship between laboratory services and patient satisfaction (1.001). It is hoped that hospitals should routinely provide internal and external training such as seminars or further studies on excellent service to improve the knowledge and skills of their employees, especially laboratory staff.

Keywords : Communication , Service , Laboratory , Satisfaction

Literature : 40 (2004-2023)

Komunikasi yang efektif antara petugas laboratorium dan pasien merupakan aspek penting yang dapat mempengaruhi kepuasan pasien laboratorium. Kepuasan pasien merupakan salah satu hal penting dalam mengevaluasi mutu pelayanan kesehatan. Ada lima aspek dalam membangun komunikasi efektif, yaitu kejelasan, ketepatan, konteks, alur dan budaya. Dan dalam hal ini pelayanan prima yang diharapkan adalah cara petugas laboratorium berkomunikasi secara efektif dengan pasien. Penelitian ini dilakukan dengan pendekatan cross sectional dengan teknik sampling purposive sampling. Subyek penelitian adalah pasien rawat jalan sebanyak 95 responden. Semua variabel diukur dengan menggunakan kuesioner. Uji statistik menggunakan uji chi square, hasil penelitian menunjukkan ada hubungan komunikasi efektif dengan kepuasan pasien ($p=0,000$), dan tidak ada hubungan pelayanan laboratorium dengan kepuasan pasien ($1,001$). Diharapkan Pihak rumah sakit hendaknya rutin memberikan pelatihan-pelatihan internal maupun eksternal seperti seminar-seminar ataupun studi lanjut tentang excellent service untuk meningkatkan pengetahuan dan keterampilan para pegawainya, khususnya bagi petugas laboratorium.

Kata Kunci : Komunikasi, Pelayanan, Laboratorium, Kepuasan

Kepustakaan : 40 (2004-2023)

