

ABSTRAK

MARIATUS SHALEHAH, NPM: 2022135, Judul “PENGARUH KUALITAS SARANA DAN PRASARANA TERHADAP KENYAMANAN PASIEN PUSKESMAS ALABIO KECAMATAN SUNGAI PANDAN KABUPATEN HULU SUNGAI UTARA” di bawah bimbingan **Bapak Selamat Riadi, S.Sos., M.AP** sebagai Dosen Pembimbing I dan **Ibu Siti Paulina, M.Pd** sebagai Dosen Pembimbing II.

Kualitas sarana dan prasarana merupakan salah satu faktor penting dalam mewujudkan kenyamanan pasien pada fasilitas pelayanan kesehatan. Permasalahan yang terjadi di UPT Puskesmas Alabio antara lain masih terdapat pasien yang merasa kurang nyaman ketika ruang tunggu dalam kondisi padat, fasilitas pendukung seperti ruang tunggu, toilet, tempat parkir, dan papan petunjuk arah belum sepenuhnya memberikan kenyamanan yang optimal, serta kondisi kebersihan, kerapian, dan kemudahan akses terhadap fasilitas masih perlu ditingkatkan. Tujuan penelitian ini adalah untuk mengetahui apakah terdapat pengaruh kualitas sarana dan prasarana terhadap kenyamanan pasien serta seberapa besar pengaruhnya di UPT Puskesmas Alabio Kecamatan Sungai Pandan Kabupaten Hulu Sungai Utara.

Penelitian ini menggunakan pendekatan kuantitatif dengan tipe penelitian asosiatif (kausal). Teknik pengumpulan data dilakukan melalui observasi, kuesioner, dan dokumentasi. Populasi penelitian berjumlah 22.092 pasien dengan sampel sebanyak 100 responden yang ditentukan menggunakan rumus Slovin. Analisis data dilakukan dengan uji validitas, uji reliabilitas, uji normalitas, analisis regresi linear sederhana, uji t, dan uji koefisien determinasi.

Hasil penelitian menunjukkan bahwa kualitas sarana dan prasarana berpengaruh positif dan signifikan terhadap kenyamanan pasien di UPT Puskesmas Alabio Kecamatan Sungai Pandan Kabupaten Hulu Sungai Utara. Hal ini dibuktikan berdasarkan hasil uji t yang menunjukkan nilai signifikansi lebih kecil dari 0,05 sehingga hipotesis alternatif (H_a) diterima. Besarnya pengaruh kualitas sarana dan prasarana terhadap kenyamanan pasien berdasarkan hasil uji koefisien determinasi (R^2) sebesar 0,603 atau 60,3%. Artinya, kualitas sarana dan prasarana memberikan kontribusi sebesar 60,3% terhadap kenyamanan pasien, sedangkan sisanya sebesar 39,7% dipengaruhi oleh faktor-faktor lain yang tidak diteliti dalam penelitian ini.

Untuk meningkatkan kenyamanan pasien, disarankan agar UPT Puskesmas Alabio terus meningkatkan kualitas sarana dan prasarana melalui penyediaan ruang tunggu yang lebih nyaman, pemeliharaan kebersihan fasilitas, peningkatan pencahayaan dan ventilasi, penyediaan fasilitas toilet yang layak, serta penataan area parkir agar pelayanan kesehatan yang diberikan semakin berkualitas dan berorientasi pada kenyamanan pasien.

Kata Kunci: *Sarana dan Prasarana, Kenyamanan Pasien, Kualitas Pelayanan, Puskesmas.*

ABSTRACT

MARIATUS SHALEHAH, Student ID: 2022135. Thesis entitled “**THE EFFECT OF FACILITIES AND INFRASTRUCTURE QUALITY ON PATIENT COMFORT AT ALABIO COMMUNITY HEALTH CENTER, SUNGAI PANDAN DISTRICT, HULU SUNGAI UTARA REGENCY**”, supervised by Mr. **Selamat Riadi, S.Sos., M.AP** as Supervisor I and Mrs. **Siti Paulina, M.Pd** as Supervisor II.

The quality of facilities and infrastructure is one of the important factors in creating patient comfort in health service facilities. Several problems were identified at Alabio Community Health Center, including overcrowded waiting rooms during peak hours, supporting facilities such as waiting areas, toilets, parking areas, and information boards that have not fully provided optimal comfort, as well as the need to improve cleanliness, orderliness, and accessibility of the available facilities. This study aimed to determine whether the quality of facilities and infrastructure affects patient comfort and to measure the magnitude of its effect at Alabio Community Health Center, Sungai Pandan District, Hulu Sungai Utara Regency.

This study employed a quantitative approach with an associative (causal) research design. Data were collected through observation, questionnaires, and documentation. The population consisted of 22,092 patients, and 100 respondents were selected using the Slovin formula. Data were analyzed using validity and reliability tests, normality test, simple linear regression analysis, t-test, and coefficient of determination test.

The results showed that the quality of facilities and infrastructure had a positive and significant effect on patient comfort at Alabio Community Health Center. This finding was supported by the t-test results, which indicated a significance value of less than 0.05; therefore, the alternative hypothesis (H_a) was accepted. The coefficient of determination (R Square) was 0.603, indicating that the quality of facilities and infrastructure contributed 60.3% to patient comfort, while the remaining 39.7% was influenced by other variables not examined in this study.

It is recommended that Alabio Community Health Center continuously improve the quality of its facilities and infrastructure by providing more comfortable waiting rooms, maintaining the cleanliness of facilities, improving lighting and ventilation, ensuring proper toilet facilities, and organizing parking areas to enhance the quality of health services and patient comfort.

Keywords: Facilities and Infrastructure, Patient Comfort, Service Quality, Community Health Center.