

ABSTRAK

Analisis Responsivitas Tenaga Kesehatan dalam Melayani Pasien Rawat Inap Badan Penyelenggara Jaminan Sosial Kelas III Pascabencana di Rumah Sakit Umum Daerah Muda Sedia Kabupaten Aceh Tamiang. Permasalahan utama yang dihadapi adalah banjir yang melanda Kabupaten Aceh Tamiang sehingga mengakibatkan kerusakan fasilitas rumah sakit, terbatasnya sarana dan prasarana, serta meningkatnya kebutuhan pelayanan kesehatan yang berdampak pada responsivitas tenaga kesehatan dalam memberikan pelayanan kepada pasien rawat inap Badan Penyelenggara Jaminan Sosial Kelas III. Penelitian ini bertujuan menganalisis responsivitas tenaga kesehatan dan hambatan pelayanan pascabencana menggunakan teori responsivitas Zeithaml yang meliputi kemampuan merespon masyarakat, kecepatan melayani, dan ketepatan melayani. Metode yang digunakan adalah deskriptif dengan pendekatan kualitatif. Teknik pengumpulan data dilakukan melalui observasi langsung, wawancara mendalam, dan dokumentasi. Analisis data dilakukan melalui reduksi data, penyajian data, serta penarikan kesimpulan. Hasil penelitian menunjukkan bahwa kemampuan merespon masyarakat tergolong cukup baik. Tenaga kesehatan tetap berupaya memberikan informasi, mendengarkan keluhan, serta memenuhi kebutuhan pasien tanpa membedakan status kepesertaan BPJS, meskipun pelaksanaannya masih dipengaruhi oleh keterbatasan tenaga kesehatan, kerusakan fasilitas, dan meningkatnya jumlah pasien. Kecepatan pelayanan belum optimal karena perubahan sistem pelayanan menjadi manual menyebabkan proses pendaftaran, pencatatan, distribusi obat, hingga visit dokter berlangsung lebih lama. Ketepatan pelayanan juga belum sepenuhnya memenuhi harapan pasien akibat tingginya beban pelayanan, keterbatasan fasilitas, serta belum pulihnya sarana pendukung, meskipun tenaga kesehatan tetap memprioritaskan pasien yang memerlukan penanganan segera. Hambatan utama yang dihadapi meliputi keterbatasan tenaga kesehatan, sarana dan prasarana, serta ketersediaan obat-obatan. Penelitian ini merekomendasikan peningkatan kesiapsiagaan tenaga kesehatan, percepatan pemulihan fasilitas, pengembangan sistem pelayanan berbasis digital, serta penyediaan obat dan peralatan medis guna meningkatkan kualitas pelayanan pascabencana di Rumah Sakit Umum Daerah Muda Sedia Kabupaten Aceh Tamiang.

Kata Kunci: Responsivitas, Pelayanan, Kecepatan dan Ketepatan.

ABSTRACT

An Analysis of Healthcare Worker Responsiveness in Serving Post-Disaster Class III BPJS Inpatients at Muda Sedia Regional General Hospital, Aceh Tamiang Regency. The primary issue stemmed from flooding in Aceh Tamiang Regency, which caused damage to hospital facilities, limited infrastructure and resources, and increased demand for healthcare services—all of which impacted the responsiveness of healthcare workers in caring for Class III BPJS inpatients. This study aimed to analyze healthcare worker responsiveness and post-disaster service obstacles using Zeithaml's responsiveness theory, which encompasses the ability to respond to the public, service speed, and service accuracy. A descriptive method with a qualitative approach was employed. Data collection techniques included direct observation, in-depth interviews, and document review. Data analysis involved data reduction, data presentation, and conclusion drawing. The results indicate that the ability to respond to the public was reasonably good; healthcare workers strove to provide information, listen to complaints, and meet patient needs without discriminating based on BPJS membership status, although implementation was constrained by staff shortages, facility damage, and increased patient volume. Service speed was suboptimal because the shift to manual service systems prolonged processes such as registration, record-keeping, medication distribution, and physician rounds. Service accuracy also fell short of patient expectations due to heavy service loads, limited facilities, and the incomplete recovery of support infrastructure, even though healthcare workers prioritized patients requiring urgent care. Key obstacles included shortages of healthcare personnel and infrastructure, as well as limited medication availability. The study recommends enhancing healthcare worker preparedness, accelerating facility recovery, developing digital-based service systems, and ensuring the availability of medicines and medical equipment to improve the quality of post-disaster services at Muda Sedia Regional General Hospital, Aceh Tamiang Regency.

Keywords: Responsiveness, Service, Speed and Accuracy.