

# **KEPUASAN PASIEN TERHADAP FASILITAS SANITASI DI RUMAH SAKIT BRAWIJAYA SURABAYA**

Muhammad Syarif Agdisyah Salam<sup>1</sup>, Nurhaidah<sup>2</sup>, Marlik<sup>3</sup>

Kementerian Kesehatan RI  
Politeknik Kesehatan Kemenkes Surabaya  
Jurusan Kesehatan Lingkungan  
Program Studi Sanitasi Lingkungan Program Sarjana Terapan  
Email : [msas251@gmail.com](mailto:msas251@gmail.com)

## **ABSTRAK**

Rumah Sakit Brawijaya Surabaya memiliki nilai inspeksi kesehatan lingkungan yakni 7120 (78%) kategori cukup, tetapi masih ada permasalahan yakni pengendalian vektor pada kepadatan jentik nyamuk dan populasi kecoa pengamanan limbah pada IPAL dan mempunyai keluhan pasien yaitu kloset toilet mampat, penyediaan air bersih yang masih keruh dan bau, tempat sampah masih berbau. Tujuan penelitian menilai kepuasan pasien terhadap fasilitas sanitasi di Rumah Sakit Brawijaya Surabaya.

Jenis Penelitian deskriptif. Penelitian dilaksanakan di Rumah Sakit Brawijaya Surabaya dengan populasi BOR 39%. Variabel yang diteliti fasilitas sanitasi, kepuasan pasien terhadap fasilitas sanitasi penyediaan air bersih secara fisik, toilet, pembuangan sampah, penyajian pangan, pengendalian vektor dan fasilitas sanitasi udara fisik. Data dianalisis secara deskriptif.

Hasil penelitian fasilitas sanitasi rumah sakit mendapatkan nilai 4880 (80%) kategori cukup. Penilaian kepuasan pasien terhadap fasilitas sanitasi penyediaan air bersih secara fisik 19(53%) responden puas. Toilet 18(50%) responden puas. Pembuangan sampah 18(50%) responden puas. Penyajian pangan 22(61%) responden sangat puas. Pengendalian vektor 20(56%) orang puas. Sanitasi udara fisik 33(92%) responden sangat puas.

Kesimpulan tingkat kepuasan terhadap fasilitas sanitasi di Rumah Sakit Brawijaya Surabaya adalah puas, dengan kondisi fasilitas sanitasi kategori cukup. Saran untuk rumah sakit melakukan monitoring dan pengoptimalkan petugas kebersihan dalam pembersihan tangki air dan bak air di toilet. Pengalokasian dana untuk pengadaan tempat sampah, kasa nyamuk untuk ventilasi, abate, dan peredam suara di ruangan. Melaksanakan pendekatan manajemen kesehatan lingkungan rumah sakit pengoptimalan petugas pengawas dan petugas kebersihan, meningkatkan pemantau kesehatan lingkungan, melakukan evaluasi 3 atau 6 bulan sekali terhadap keluhan, saran pasien, dan melengkapi peralatan kesehatan lingkungan.

**Kata Kunci :** kepuasan pasien dan fasilitas sanitasi rumah sakit

# **SATISFACTION OF PATIENTS AGAINST SANITATION FACILITIES IN BRAWIJAYA HOSPITAL SURABAYA**

Muhammad Syarif Agdisyah Salam<sup>1</sup>, Nurhaidah<sup>2</sup>, Marlik<sup>3</sup>

Kementerian Kesehatan RI  
Politeknik Kesehatan Kemenkes Surabaya  
Jurusan Kesehatan Lingkungan  
Program Studi Sanitasi Lingkungan Program Sarjana Terapan  
Email : [msas251@gmail.com](mailto:msas251@gmail.com)

## **ABSTRACT**

Brawijaya Surabaya Hospital has an environmental health inspection value of 7120 (78%) which is sufficient category, but there are still problems such as vector control on mosquito larvae density and cockroach population in securing waste treatment at WWTP and have patient complaints namely incomplete toilet closets, the supply of clean water that is still murky and smelly, the trash can still smells. The purpose of the study was to assess patient satisfaction with sanitation facilities in Brawijaya Hospital Surabaya.

Descriptive Research Type. The study was conducted at Surabaya Brawijaya Hospital with a population of 39% BOR. The variables studied were sanitation facilities, patient satisfaction with sanitation facilities, physical clean water supply, toilets, garbage disposal, food serving, vector control and physical air sanitation facilities. Data were analyzed descriptively.

The results of the hospital sanitation facility research result scored 4880 (80%) enough category. Assessment of patient satisfaction with sanitation facilities in the provision of clean water physically 19(53%) respondents were satisfied. Toilets 18(50%) respondents were satisfied. Garbage Disposal 18(50%) respondents were satisfied. Food serving 22(61%) respondents were very satisfied. Vector control of 20(56%) satisfied people. Physical air sanitation 33(92%) respondents were very satisfied.

The conclusion of the level of satisfaction with sanitation facilities in Brawijaya Hospital Surabaya is satisfied, with the condition sanitation facilities in the enough category. Suggestions for hospitals to monitor and optimize cleaning staff in cleaning water tanks and water tanks in toilets. Allocating funds for procurement of trash bins, mosquito netting for ventilation, abate, and sound dampening in the room. Implement the hospital's environmental health management approach to optimize supervisors and janitors, improve environmental health monitors, conduct an evaluation every 3 or 6 months for complaints, advise patients, and complete environmental health equipment.

Keywords : patient satisfaction and hospital sanitation facilities