

ABSTRACT

Background: *Patient complaints are important indicators for assessing the quality of hospital services. Inpatient units often become the focal point of complaints, involving issues such as facilities, communication, and medical staff responsiveness. RSUD Mayjen H.A. Thalib Kota Sungai Penuh, a Class C hospital, faces challenges in handling complaints effectively and ethically.*

Objective: *To describe the handling of inpatient complaints based on the perceptions of patients and hospital staff, focusing on empathy, responsiveness, fairness, and accessibility.*

Methods: *This is a descriptive study using a mixed-methods approach with a sequential explanatory design. Quantitative data were collected through questionnaires from 87 inpatient respondents, while qualitative data were obtained through in-depth interviews with hospital staff.*

Results: *Most patients rated the complaint handling as “very good,” particularly in the aspects of facility (65.52%), empathy (62.07%), and responsiveness (56.32%). However, the fairness aspect received the lowest “very good” rating (48.28%) and the highest negative response, with 5.75% of patients rating it as “poor.” Interviews with staff indicated that the complaint handling mechanisms have been fairly well implemented, although there are still challenges, particularly regarding complaints related to hospital facilities.*

Conclusion: *Complaint handling in the Inpatient Unit of RSUD Mayjen H.A. Thalib has been carried out properly but still requires continuous improvement.*

Keywords: *Patient complaints, complaint handling, inpatient unit , health care.*

ABSTRAK

Latar Belakang: Komplain pasien menjadi indikator penting dalam menilai kualitas layanan rumah sakit. Instalasi rawat inap sering menjadi tempat munculnya keluhan terkait fasilitas, komunikasi, dan respons tenaga medis. RSUD Mayjen H.A. Thalib Kota Sungai Penuh sebagai rumah sakit kelas C menghadapi tantangan dalam menangani keluhan secara efektif dan etis.

Tujuan: Mengetahui gambaran penanganan komplain pasien rawat inap berdasarkan persepsi pasien dan staf, dengan fokus pada empati, responsivitas, keadilan/kewajaran, dan kemudahan akses.

Metode: Penelitian deskriptif dengan pendekatan campuran (*Mix Method*) dan desain sekuensial eksplanatori. Data kuantitatif dikumpulkan melalui kuesioner kepada 87 pasien rawat inap, dan data kualitatif melalui wawancara dengan staf rumah sakit.

Hasil: Mayoritas pasien memberikan penilaian dalam kategori “sangat baik” terhadap penanganan komplain, terutama pada aspek kemudahan (65,52%), empati (62,07%), dan responsivitas (56,32%). Namun, aspek keadilan/kewajaran memperoleh penilaian “sangat baik” paling rendah (48,28%) dan mendapat respon negatif terbanyak, dengan 5,75% pasien menilai dalam kategori “kurang”. Hasil wawancara dengan staf menunjukkan bahwa mekanisme penanganan keluhan telah diterapkan dengan cukup baik, meskipun masih terdapat kendala, khususnya dalam penanganan komplain yang berkaitan dengan fasilitas.

Kesimpulan: Penanganan komplain pasien di Instalasi Rawat Inap RSUD Mayjen H.A. Thalib berjalan baik namun tetap membutuhkan perbaikan berkelanjutan.

Kata Kunci: Komplain pasien, penanganan keluhan, instalasi rawat inap, layanan kesehatan.