

ABSTRAK

KUALITAS PELAYANAN KESEHATAN PADA PASIEN DI PUSAT KESEHATAN MASYARAKAT (PUSKESMAS) KECAMATAN PATUMBAK KABUPATEN DELI SERDANG

OLEH :

DEA KAROLINA BR SITEPU

71180611015

Penelitian ini bertujuan untuk mengetahui Kualitas Pelayanan Kesehatan Pada Pasien Di Pusat Kesehatan Masyarakat (PUSKESMAS) Kecamatan Patumbak, Kabupaten Deli Serdang, yang mencakup 5 indikator yaitu: bukti fisik, kehandalan, daya tanggap, jaminan serta empati, dan 2) faktor pendukung dan penghambat pelaksanaan pelayanan kesehatan di Puskesmas Patumbak.

Penelitian ini adalah penelitian deskriptif kualitatif, yaitu penelitian yang bertujuan untuk menggambarkan dan mendeskripsikan peristiwa maupun fenomena yang terjadi di lapangan dan menyajikan data secara sistematis, faktual dan akurat mengenai fakta-fakta atau fenomena yang terjadi di lapangan. Teknik pengumpulan data dilakukan dengan teknik observasi, wawancara dan dokumentasi. Adapun informan penelitian dalam penelitian ini adalah 1 orang Kepala Puskesmas Patumbak sebagai informan kunci, 2 orang petugas pelayanan dan 3 orang masyarakat sebagai informan pendukung. Analisis data dalam penelitian ini menggunakan empat komponen yang terdiri dari pengumpulan data, reduksi data, penyajian data dan menarik kesimpulan.

Hasil penelitian menunjukkan bahwa 1) kualitas pelayanan kesehatan di Puskemas Patumbak yaitu (a) Dimensi *tangible* (bukti fisik) kurang berfungsinya alat bantu dalam proses pelayanan, pasien masih merasa dipersulit dan kurangnya petugas pelayanan. (b) Dimensi *reliability* (kehandalan) ahlinya petugas pelayanan dalam menggunakan alat bantu pelayanan. (c) Dimensi *responsiveness* (ketanggapan) petugas sudah merespon semua pengguna layanan. (d) Dimensi *assurance* (jaminan) petugas sudah memberikan jaminan tepat waktu, biaya dan legalitas dalam pelayanan. (e) Dimensi *empathy* (empati) ketidak ramahan pegawai dalam melayani masyarakat. 2) selain itu, terdapat faktor pendukung dan penghambat dipuskesmas patumbak yaitu: (a) faktor pendukung pelaksanaan kualitas pelayanan kesehatan dipuskesmas patumbak yaitu memiliki ketepatan janji, dan pelatihan rutin tiap pegawai, (b) Faktor penghambat pelaksanaan kualitas pelayanan kesehatan di Puskesmas patumbak yaitu masalah kurangnya kesadaran masyarakat/pasien, kurangnya kualitas dan kuantitas Sumber Daya Manusia, dan masih terbatasnya saran dan prasarana.

Kata Kunci : Kualitas Pelayanan Kesehatan, Puskesmas Patumbak.

ABSTRACT

QUALITY OF HEALTH SERVICES TO PATIENTS IN THE COMMUNITY HEALTH CENTER (PUSKESMAS) PATUMBAK DISTRICT DELI SERDANG REGENCY

By:

DEA KAROLINA BR SITEPU

71180611015

This study aims to determine the quality of health services for patients at the Community Health Center (PUSKESMAS) Patumbak District, Deli Serdang Regency, which includes 5 indicators, namely: physical evidence, reliability, responsiveness, assurance and empathy, and 2) supporting factors and obstacles to implementation. health services at the Patumbak Health Center.

This research is a qualitative descriptive study, which is research that aims to describe and describe events and phenomena that occur in the field and present data in a systematic, factual and accurate manner regarding the facts or phenomena that occur in the field. Data collection techniques were carried out by observation, interview and documentation techniques. The research informants in this study were 1 head of the Patumbak Health Center as key informants, 2 service officers and 3 community members as supporting informants. Data analysis in this study uses four components consisting of data collection, data reduction, data presentation and drawing conclusions.

The results showed that 1) the quality of health services at the Patumbak Public Health Center, namely (a) the tangible dimension (physical evidence) of the lack of functioning of assistive devices in the service process, patients still find it difficult and lack of service personnel. (b) The dimension of reliability (reliability) is the expertise of service officers in using service aids. (c) Dimensions of responsiveness (responsiveness) officers have responded to all service users. (d) Dimensions of assurance (guarantee) officers have provided assurance on time, cost and legality in the service. (e) Dimensions of empathy (empathy) unfriendly employees in serving the community. 2) In addition, there are supporting and inhibiting factors at the Patumbak Public Health Center, namely: (a) supporting factors for the implementation of the quality of health services at the Patumbak Community Health Center, namely having the accuracy of appointments, and routine training of each employee, (b) The inhibiting factors for implementing the quality of health services at the Patumbak Health Center are problems lack of public/patient awareness, lack of quality and quantity of Human Resources, and limited advice and infrastructure.

Keywords: *Quality of Health Services, Patumbak Health Center.*