

## ABSTRAK

**Latar belakang:** Kesehatan merupakan kebutuhan dasar manusia. Kebutuhan ini mendorong masyarakat untuk selalu menjaga kesehatan. Kebutuhan ini juga membuat masyarakat merasa perlu untuk mendapatkan pelayanan medis yang layak. Penyedia layanan kesehatan seperti rumah sakit, puskesmas dan fasilitas kesehatan merupakan salah satu bentuk penyediaan sumber daya di bidang kesehatan. Sebagai pemberi pelayanan kepada masyarakat, organisasi harus memiliki kualitas pelayanan yang sesuai dengan harapan masyarakat. Dalam pengaturan di bidang kesehatan perlu adanya suatu badan khusus yang bertanggungjawab terhadap penyelenggaraan jaminan kesehatan, dimana badan ini harus memberikan mutu pelayanan yang baik agar tercapai kepuasan pelayanan.

**Tujuan:** Tujuan pada penelitian ini adalah untuk menganalisis Mutu Pelayanan Kesehatan Di Puskesmas Biru-Biru Kecamatan Biru-Biru Tahun 2023.

**Metode:** Penelitian ini menggunakan metode deskriptif dengan pendekatan Cross-Sectional. Pengambilan sampel dilakukan secara Non Probability Sampling (Purposive sampling).

**Hasil:** Penilaian bukti langsung di Puskesmas Biru-Biru Kec. Biru-Biru tahun 2023 didapati sejumlah 15 orang (37,5%) responden menyatakan persepsi bukti fisik baik. Penilaian kehandalan di Puskesmas Biru-Biru Kec. Biru-Biru tahun 2023 didapati sejumlah 25 orang (62,5%) responden menyatakan persepsi kehandalan baik. Penilaian daya tanggap di Puskesmas Biru-Biru Kec Biru-Biru tahun 2023 didapati sejumlah 17 orang (42,5%) responden yang menyatakan persepsi daya tanggap baik. Penilaian jaminan di Puskesmas Biru-Biru Kec. Biru-Biru tahun 2023 didapati 19 orang (47,5%) responden yang menyatakan jaminan baik. Penilaian empati di Puskesmas Biru-Biru Kec Biru-Biru tahun 2023 didapati 19 orang (47,5%) responden yang menyatakan kepedulian baik.

**Kesimpulan:** Didapatkan bahwa mutu pelayanan di puskesmas Biru-Biru Kecamatan Biru-Biru sudah baik namun belum optimal maka perlu dilakukan perbaikan terutama komunikasi dan koordinasi antara sesama staf dan pasien. Serta membentuk pelayanan dengan segera.

**Kata Kunci:** Mutu Pelayanan, Kesehatan, Puskesmas.

## ABSTRACT

**Background:** Health is a basic human need. This need encourages people to always maintain their health. This need also makes people feel the need to get proper medical services. Health service providers such as hospitals, health centers and health facilities are one form of resource provision in the health sector. As a provider of services to the community, the organization must have a quality of service that meets the expectations of the community. In regulating the health sector, it is necessary to have a special agency responsible for the implementation of health insurance, where this agency must provide good service quality in order to achieve service satisfaction.

**Objective:** The purpose of this study was to analyze the Quality of Health Services at the Biru-Biru Health Center, Biru-Biru District in 2023.

**Methods:** This study uses a descriptive method with a Cross-Sectional approach. Sampling was done by Non Probability Sampling (Purposive sampling).

**Result:** Assessment of direct evidence in the blue-blue puskesmas. Blue-blue in 2023 found in a number of 15 people (37.5%) of respondents expressed the perception of physical evidence either. Valuable reliability in the blue-blue puskesmas. Blue-Blue Year 2023 There were 25 people (62.5%) of respondents expressed good perception of good reliability. Power-resulting in the blue-blue blue-blue puskesmas of 2023 were found in 17 people (42.5%) of respondents who expressed perception of powerful responsibility. Assessment of guarantee in the blue-blue puskesmas. Blue-blue in 2023 was found 19 people (47.5%) respondents who stated the guarantee either. The empathic assessment in the blue-blue blue-blue puskesmas of 2023 was found 19 people (47.5%) of respondents who declared good care.

**Conclusion:** It was found that the quality of service at the Biru-Biru Health Center in Biru-Biru District was good but not optimal, so improvements needed to be made, especially communication and coordination between fellow staff and patients. As well as forming services immediately.

**Keyword :** Quality of service, health, medical center.