

## ABSTRACT

### THE QUALITY OF PUBLIC SERVICE

(Studies Of Health Services In Health Center of Summersari Bantul South Metro)

By

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*The discrimination of services often arise because of perceptions about the rights and obligations between providers and users of services have not reached common ground. For example, user rights for each service to get a fair and friendly treatment from the service provider. On the contrary, the users of the service should be friendly towards service provider to be faster and smoothly. Of the various types of public services provided by the government, including the health services in health centers of Summersari Bantul South Metro . This study will attempt to determine the complaints of the patient or the user community health centers Inpatient services associated with the problem by nursing personnel, facilities and existing facilities at the Inpatient Health Center.*

*The formulation of this problem is how the quality of health care in health centers Inpatient Summersari Bantul South Metro ? This study is aimed to discription and analysis to what quality of health care in health centers Summersari Bantul South Metro carefully. With the qualitative method, the data used in this study include primary data and secondary data. The Data collecting techniques performed through interviews, observation and documents. The collected data is then analyzed to determine the quality of health care provided through the user or patient. The Assessment of patients through research focus include: 1) Physical evidence (tangibles), 2) Reliability , 3) Responsiveness , 4) Insurance, and 5) Empathy , so that it can be known the results the services provided by the health center is already well Inpatient and in accordance with the wishes of the patients, although there are still some complaints that needs attention in Health Center of Summersari Bantul.*

*Keywords: Public Service, quality of service, the health service*