

ABSTRACT

ANALYSIS OF GOVERNMENT HEALTH SERVICE QUALITY

**(Study Public Health Care Program Service in Way Harong Village,
Way Lima District, Pesawaran Regency)**

By

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Services of public health care program in Way Harong Village, Way Lima District, Pesawaran Regency was not optimal. It was caused by a lack of socialization and lack of nurses. In this research, the researcher measured the service quality of public health care program using indicators measuring health services according Supriyanto and Ernawaty, which includes the capability, responsibility, assurance, caring, empathy and communication.

The purpose of this research are to determine and to describe the quality of public health care program service in Way Harong Village, Way Lima District, Pesawaran Regency. The method used in this research was descriptive research method with the quantitative and qualitative approaches (mix method). Data

collection techniques used in this research were questionnaire, interview, observation and documentation.

These result indicate that the measurement was based on six indicators of health care quality, five indicators (competency, responsibility, assurance, empathy and communication) were middle categorized with the percentage of 81.71%, and one indicator (caring) was high categorized with the percentage of 18.29 % . These percentages showed that the indicators were middle categorized higher than high categorized. Finnaly, the result of this research in Way Harong Village, Way Lima District, Pesawaran Regency was less qualified.

Keywords: Quality of Health Care, Home Care Program Targets