

ABSTRACT

QUALITY INPATIENT SERVICE CLASS III IN THE DISTRICT GENERAL HOSPITAL SUKADANA (DGHS)

By

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Provincial and district governments or city have the obligation to hold public services in the health sector in order to carry out health development. One of it's existence is to have the hospital as a means of that provides health services to society. The health service quality is very important because, the government is the foundation of the service of citizens to obtain guarantees for their rights. This research talk about how the quality of inpatient service class III in the district general hospital sukadana (DGHS). This research aims to get a description of the quality of inpatient service class III DGHS. Focus on this research consists of six dimensions according to Wibawa namely; satisfaction, responsiveness, responsibility, transparency, accountability, and justice. Data collection techniques through interviews , observation , documentation , and poll.

The results of the study the quality of inpatient service class III in DGHS good enough. There should have been of making the grooves the procedures and requirements which is laid at the place that easily seen it's because the in organizing rsuds service lack of transparency in inform the procedures and requirements to get service. DGHS also needs to improve it's completeness and the availability of a medical instrument, the worthiness of the infrastructure of space, cleanliness as well as inpatient rooms, the bathroom, and cutlery patients.It is because the based on a recapitulation answer these things in the poll received a score smallest.

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