ABSTRACT

ANALYSIS OF THE QUALITY OF PHC WAY HALIM BANDAR LAMPUNG IN PUBLIC HEALTH SERVICES

By

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Quality of service meaning as efforts complete requirement and desirability society along with accuracy of delivery in offset expectation consumer. One of service which become government be health services. Health service is efforts which organized alone or in do together inside a certain organization for maintain and increase health, prevent, and cure disease as well as recover health an individual, family, category and or society. This research is done at Community Health Center Way Halim.

The purpose of this study is to describe the quality of health center services Way Halim in providing public health services. This type of research is descriptive research type with qualitative approach. Data collection techniques done with the interview, documentation and observation.

In implementing the public health care service quality Way Halim overall health centers have not said to be good, because there are several dimensions that have not implemented well services include the dimension of responsiveness and dimension of assurance where Community Health Center Way Halim should improve again in their communication with the public/patient directly and discipline Community Health Center service time and should improve again in their communication with the public/patient directly. Because there are still some employees, especially in parts of the registration showed less friendly attitude and courteous in providing care for patients that do not perform optimally services. As for the dimensions of reliability, tangibles, and empathy Community Health Center Way Halim in providing the service has been quite good.

Keywords: Public Service, Quality of Services, Public Health