

ABSTRACT

BASIC HEALTH SERVICES FOR POOR SOCIETY IN ACCREDITED HEALTH CENTER (Study on Procedure and Quality of Basic Health Service at Health Center Kedaton)

By

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Increasing the public health status of Bandarlampung City is very important in order to improve the productivity of the community. In the improvement of basic health services there are still problems such as health services to poor society are still very low, poor society often experience complaints such as medical services, medication services, administrative services and the creation of unsatisfactory referral letters. Health Center Kedaton is the first-rate health service that accredited as FKTP which is expected to improve public health especially poor society.

This study aims to describe the basic health service procedures for poor society and analyze the quality of basic health services for poor society at Health Center Kedaton. The type of research used in this research is descriptive research with qualitative approach.

The results of this research indicate that the basic health service procedures for poor society at Health Center Kedaton which is based on the Bandarlampung Mayor Regulation No. 24 of 2014 that all indicators have been covered and good implemented. The quality of basic health services for poor society can be assessed based on the five dimensions of service quality is tangibles in form of infrastructure facility of health center; reliability of health center staff; responsiveness of health center staff; assurance given by health center to patient; empathy of health center staff to patient. Based on these indicators, the quality of basic health services for poor society is running fairly good, as there are still some complaints against one of the indicators such as the lack of waiting room and the slow performance of the dentist, but overall it has been fairly good implemented.

Keywords: Public Service, Basic Health, Service Procedures, Service Quality, Health Center

ABSTRAK

PELAYANAN KESEHATAN DASAR BAGI MASYARAKAT MISKIN DI PUSKESMAS TERAKREDITASI (Studi tentang Prosedur dan Kualitas Pelayanan Kesehatan Dasar di Puskesmas Rawat Inap Kedaton)

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Peningkatan derajat kesehatan masyarakat Kota Bandarlampung sangat penting dalam rangka meningkatkan produktivitas masyarakat. Dalam peningkatan pelayanan kesehatan dasar masih terdapat permasalahan, seperti pelayanan kesehatan kepada penduduk miskin masih sangat rendah, masyarakat miskin seringkali mengalami keluhan seperti pelayanan medis, pelayanan obat-obatan, pelayanan administrasi dan pembuatan surat rujukan yang belum memuaskan. Puskesmas Rawat Inap Kedaton merupakan pelayanan kesehatan tingkat pertama yang meraih akreditasi sebagai FKTP yang diharapkan dapat memperbaiki dan meningkatkan kesehatan masyarakat khususnya masyarakat miskin.

Penelitian ini bertujuan untuk mendeskripsikan prosedur pelayanan kesehatan dasar bagi masyarakat miskin dan menganalisis kualitas pelayanan kesehatan dasar bagi masyarakat miskin di Puskesmas Rawat Inap Kedaton. Metode

penelitian yang digunakan ini adalah tipe penelitian deskriptif dengan pendekatan kualitatif.

Hasil penelitian ini menunjukkan bahwa prosedur pelayanan kesehatan dasar bagi masyarakat miskin di Puskesmas Rawat Inap Kedaton yang didasarkan pada Peraturan Walikota Bandar Lampung Nomor 24 Tahun 2014 semua indikator sudah dicakup dan dilaksanakan dengan baik. Kualitas pelayanan kesehatan dasar bagi masyarakat miskin dapat dinilai berdasarkan lima dimensi kualitas pelayanan yaitu *tangibles* berupa bukti fisik sarana prasarana puskesmas; *reliability* berupa kehandalan petugas puskesmas; *responsiveness* berupa daya tanggap petugas puskesmas; *assurance* berupa jaminan yang diberikan puskesmas terhadap pasien; *emphaty* berupa kepedulian petugas puskesmas terhadap pasien. Berdasarkan indikator tersebut, kualitas pelayanan kesehatan dasar bagi masyarakat miskin secara keseluruhan sudah berjalan cukup baik, meskipun masih ada beberapa keluhan terhadap salah satu indikator seperti kurangnya ruang tunggu dan lambatnya kinerja dokter gigi.

Kata Kunci : Pelayanan Publik, Kesehatan Dasar, Prosedur Pelayanan, Kualitas Pelayanan, Puskesmas