

ABSTRACT

QUALITY OF HEALTH SERVICE ORGANIZED

(Study in Health Center Inpatient Kedaton on 2012-2013)

By

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Implementation of health care is one of the most important aspects of regional autonomy, in which each region should be able to provide good public services. In this case the health service is considered very important to see how the implementation of health services, especially in health centers.

Society Satisfaction Measurement Index (IKM) a benchmark to know about the quality of a service is implemented by all providers of public services agencies. HPI is the basis of the implementation of Decree No. Administrative Reform. 25 of 2004 to assess the quality of care. Health services to be one of the most important things to be judged by people who become beneficiaries of health services especially in health centers as one of the health care providers.

Based on the above explanation, the researchers are interested in assessing the quality of health services at the health center Inpatient Kedaton. The method used in this research is quantitative, ie by calculating the value of Community Satisfaction Index (IKM) at the Health Center Inpatient Kedaton.

This study aims to assess the quality of services in health centers Inpatient Kedaton, from the calculation of the average value inferred that the value of Community Satisfaction Index is 3.02 which is the value of IKM interval 2.51 to 3.25 with a value of B that service quality is good and value of Community Satisfaction index is included in the interval 75.71 IKM index from 62.51 to 81.25 which means the value B / Good. By this means Kedaton Inpatient Health Center has been providing good service to the community and his patients.

Keywords: Quality of Service, Community Satisfaction Index (IKM), Health Services