

## **ABSTRACT**

### **QUALITY OF PUBLIC HOSPITAL ABDUL MOLOEK SERVICE IN NATIONAL HEALTH INSURANCE PATIENTS**

**BY**

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General hospital Abdul Molook has not been able to fulfill patient expectations, so that there are still complaints because the quality of health services is not optimal, especially in the outpatient installation. The research is aimed to investigate the cause of the quality of health service is still not optimal, from the outpatient installation room, especially to patients with health BPJS at RSUD Abdul Molook Lampung. This research used descriptive method by qualitative approach. This research used Gronroos Theory ( cited in Muninjaya 2011:89 ) in measuring the quality of service includes Professional and Reputation and Skill, Attitudes and behavior, Accessibility and Flexibility, Reliability and Trustworthiness, Recovery and Reputation and credibility. This research used triangulation to check the validity of research data. The result of research shown that there are three dimension which are still not maximum health services, they are ( 1 ) Professional and Skill, timeliness are not in accordance with the schedule. ( 2 ) Attitude and Behavior, hospitality service that is not in accordance with patient expectations, there is a priori attitude from paramedics, do not serve with an attitude of excellent service that is spirit, using good ways, gentle , pro-active, positive friendly and full of patience, and paramedics do not have positive attitudes and behaviors in helping healthy care users overcome their pain complaints. ( 3 ) Accessibility And Flexibility, this is due to the lack of service procedures and administrative procedures that will seek treatment, especially patients with healthy BPJS.

Keywords : Quality of health services, National Health insurance.

## **ABSTRAK**

### **KUALITAS PELAYANAN RUMAH SAKIT UMUM ABDUL MOELOEK PADA PASIEN JAMINAN KESEHATAN NASIONAL**

**Oleh**

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Rumah Sakit Umum Daerah Abdul Moloeck belum dapat memenuhi harapan pasien, sehingga masih adanya beberapa keluhan karena belum berkualitasnya pelayanan kesehatan khususnya pada bagian Instalasi Rawat Jalan.. Penelitian ini bertujuan untuk mengetahui dan menggambarkan penyebab masih belum berkualitasnya pelayanan kesehatan di RSUD Abdul Moeloek bagi pasien pengguna BPJS Kesehatan. Penelitian ini menggunakan teori dalam mengukur kualitas pelayanan menurut Gronroos (dalam Muninjaya 2011:89) meliputi *Professional and skill, Attitudes and behavior, Accesibility and flexibility, Reliability and Trustworthiness, Recovery and Reputation and credibility*. Hasil penelitian menunjukkan terdapat tiga dimensi yang belum berkualitas dan tiga dimensi yang berkualitas dalam memberikan pelayanan, tiga dimensi yang belum berkualitas yaitu (1) *Professional and Skill*, karena ketepatan waktu pelayanan yang tidak sesuai dengan jadwal yang ditentukan. (2) *Attitiude and Behavior*, karena keramahan pelayanan yang tidak sesuai dengan harapan pasien, adanya sikap kurang baik dari paramedis, tidak melayani dengan sikap-sikap pelayanan prima yaitu semangat, memakai cara-cara yang baik, lemah lembut, pro-aktif, positif, ramah dan penuh kesabaran, (3) *Accessibility And Flexibility*, karena ketidakjelasannya prosedur pelayanan dan juga prosedur administrasi khususnya pasien pengguna BPJS kesehatan.Tiga dimensi yang sudah berkualitas yaitu, (4) *Reliability and Trustworthiness*, pegawai RSUD Abdul Moeloek banyak mengikuti pelatihan atau diklat dalam memberikan pelayanan prima, (5) *recovery*, paramedis membantu pasien yang mengalami masalah pelayanan, (6) *Reputation and Credibility*, adanya kegiatan penyuluhan yang rutin dilakukan oleh paramedis di Instalasi Rawat Jalan.

**Kata Kunci :KualitasPelayananKesehatan, Pasien JKN**