

## **ANALISIS KUALITAS PELAYANAN KESEHATAN DI UPT PUSKESMAS KECAMATAN UNGAR KABUPATEN KARIMUN**

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### **ABSTRAK**

Dalam memberikan pelayanan kesehatan di wilayah kerjanya yakni tingkat kecamatan dan kelurahan hingga Desa, Puskesmas Ungar Belum maksimal dalam memberikan pelayanan Kesehatan kepada masyarakat, baik itu dari sarana dan prasarananya maupun dari tenaga medis, itulah yang membuat masyarakat di Kecamatan Ungar mengeluh kurang puas atas pelayanan yang di berikan oleh Puskesmas tersebut. Minimnya fasilitas di Puskemas Ungar seperti kursi, jam kerja yang tidak masksimal. Tujuan dari penelitian ini untuk menilai sejauh mana kualitas pelayanan kesehatan di UPT Puskesmas Ungar dengan menggunakan Teori Donni Juni Priansa. Metode yang digunakan dalam penelitian ini adalah metode kualitatif deskriptif. Kesimpulan dalam penelitian ini berdasarkan Indikator *Expectations* sebagian pasien mengeluhkan antrian di ruang tunggu yang lama dan petugas tidak dapat memberikan kepastian, pasien menunggu terlalu lama di ruang tunggu. *Performance* UPT Puskesmas Ungar belum bisa memberikan Jaminan atas waktu layanan kesehatan yang maksimal seperti yang pasien harapkan, Dikarenakan diwaktu sore layanan kesehatan di Puskesmas Ungar sudah tutup. *Camparison* dalam hal kenyamanan ruang tunggu pasien, ruang tunggu pasien yang dimiliki UPT Puskesmas Ungar kurang nyaman, akibat sempitnya ruang tunggu dan jumlah kursi yang tersedia kurang cukup. *Experience* sikap petugas pelayanan Puskesmas Ungar belum maksimal dalam menerapkan sikap 3S (senyum, salam, dan sapa) kepada pasien. *Comfirmation* petugas Puskesmas Ungar telah mampu memberikan respon kepada pasien dengan cukup baik, namun respon terhadap keluhan dan masukan dari masyarakat melalui kotak saran yang disediakan oleh pihak Puskesmas perlu ditingkatkan lagi.

Kata Kunci : Kualitas Pelayanan, Kesehatan, Puskesmas.

# **ANALYSIS OF THE QUALITY OF HEALTH SERVICES AT UPT PUSKESMAS UNGAR DISTRICT, KARIMUN REGENCY**

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## **ABSTRACT**

*In providing health services in its working area, namely the sub-district and sub-district to village levels, the Ungar Health Center has not been optimal in providing health services to the community, both in terms of facilities and infrastructure and from medical personnel, which is what makes the people in Ungar District complain that they are not satisfied with the services provided. provided by the Health Center. The lack of facilities at the Ungar Public Health Center such as chairs, working hours are not optimal. The purpose of this study was to assess the extent to which the quality of health services at UPT Puskesmas Ungar used the Theory in Donni Juni Priansa. The method used in this research is descriptive qualitative method. The conclusion in this study was based The Expectations Indicator, some patients complain of long queues in the waiting room and staff cannot give certainty, patients wait too long in the waiting room. The performance of the UPT Ungar Health Center has not been able to provide guarantees for maximum health service time as patients expect, because in the afternoon the health services at Ungar Health Center are closed. Comparison in terms of patient waiting room comfort, the patient waiting room owned by UPT Puskesmas Ungar is not comfortable, due to the narrowness of the waiting room and the insufficient number of seats available. The experience of the attitude of the Ungar Health Center service staff has not been optimal in applying the 3S attitude (smile, greeting, and greeting) to patients. Ungar Community Health Center staff's confirmation has been able to respond fairly well to patients, but the response to complaints and input from the public through the suggestion box provided by the Health Center needs to be improved.*

*Keywords: Service Quality, Health, Puskesmas*