

## ABSTRAK

### **Chaesara Frathisry Nugrahini Kirana : “Kualitas Pelayanan Kesehatan di Puskesmas Bantarujeg Kecamatan Bantarujeg Kabupaten Majalengka Tahun 2018”**

Penelitian ini dilatarbelakangi oleh adanya hambatan yang dialami oleh Puskesmas Kecamatan Bantarujeg dalam memberikan pelayanan sehingga menyebabkan pelayanan menjadi kurang berkualitas, seperti kurangnya kualitas dan kuantitas sumber daya manusia yang memberikan pelayanan, kurang ramahnya pegawai dalam melayani pasien dan rendahnya profesionalisme yang ditunjukkan dari kurang tanggapnya pegawai Puskesmas Kecamatan Bantarujeg.

Tujuan dari penelitian ini yaitu untuk mengetahui kualitas pelayanan kesehatan di Puskesmas Kecamatan Bantarujeg dan untuk mengetahui pendukung dan penghambat yang mempengaruhi kualitas pelayanan. Peneliti menggunakan teori Zeithaml yang memiliki 5 dimensi yaitu tangible, reliability, responsiveness, assurance dan empathy.

Penelitian ini menggunakan metode kualitatif dengan menggunakan pendekatan deskriptif. Sumber data yang digunakan yaitu data primer dan sekunder. Teknik pengumpulan data penelitian ini adalah observasi, dokumentasi dan wawancara. Analisis data yang dilakukan melalui reduksi data, penyajian data dan penarikan kesimpulan.

Berdasarkan hasil penelitian yang dilakukan oleh peneliti, menunjukkan bahwa kualitas pelayanan kesehatan di puskesmas Kecamatan Bantarujeg Kabupaten Majalengka tahun 2018 sudah dilaksanakan dengan baik, tetapi belum secara maksimal karena masih ada beberapa hambatan dalam melaksanakan pelayanan, karena masih kurangnya sarana prasarana, sumber daya manusia, kedisiplinan pegawai, kebersihan di puskesmas dan adanya sikap membeda-bedakan masyarakat. Dan pendukung dari pelayanan di Puskesmas Kecamatan Bantarujeg yaitu sumber daya manusia yang berkompeten, tersedianya kotak kritik dan saran, dan tenaga medis bersedia menanggapi keluhan pasien.

**Kata Kunci :** Kualitas, Pelayanan, Pusat Kesehatan Masyarakat.

## ABSTRACT

### **Chaesara Frathisry Nugrahini Kirana: "The Quality of Health Services at Bantarujeg Community Health Center, Bantarujeg District, Majalengka Regency in 2018 "**

This research was motivated by the obstacles experienced by the Bantarujeg District Health Center in providing services, which led to less quality services, such as the lack of quality and quantity of Human Resources providing services, less friendly staff in serving patients and low professionalism which was shown by the lack of responsiveness of Puskesmas employees. Bantarujeg District.

The purpose of this study is to determine the quality of health services at the Bantarujeg District Health Center and to determine the supporters and obstacles that affect service quality. The researcher used Zeithaml theory which has 5 dimensions, namely tangible, reliability, responsiveness, assurance and empathy.

This research uses qualitative methods using a descriptive approach. The data sources used were primary and secondary data. The data collection techniques of this research are observation, documentation and interviews. Data analysis was performed through data reduction, data presentation and drawing conclusions.

Based on the results of research conducted by researchers, it shows that the quality of health services at the Bantarujeg District Public Health Center, Majalengka Regency in 2018 has been implemented well, but not maximally because there are still several obstacles in carrying out services, because there is still a lack of infrastructure, human resources, employee discipline, cleanliness at the puskesmas and the existence of a discriminating attitude in the community. And the supporters of services at the Bantarujeg District Health Center are competent human resources, the availability of criticism and suggestion boxes, and medical personnel willing to respond to patient complaints.

**Keywords:** Quality, Service, Community Health Center.