

ABSTRAK

Suryani Y. Karim. 2015. *Gambaran Kualitas Pelayanan di Puskesmas Tabongo Kecamatan Tabongo Kabupaten Gorontalo*. Skripsi, Jurusan Keperawatan, Fakultas Ilmu-ilmu Kesehatan dan Keolahragaan, Universitas Negeri Gorontalo, Pembimbing I Ns.Rini Fahriani Zees S.Kep, M.Kep, dan Pembimbing II dr. Sri Andriani Ibrahim, M. Kes.

Puskesmas merupakan Instansi Kesehatan yang menawarkan pelayanan yang bersifat menyeluruh, berpadu, dapat diterima dan dijangkau oleh masyarakat. Masyarakat sebagai pelanggan pelayanan kesehatan bukan hanya sekedar menuntut pelayanan kesehatan saja, tetapi juga menuntut pelayanan kesehatan yang berkualitas. Penelitian ini bertujuan untuk mengetahui gambaran kualitas pelayanan (*Tangible, Reliability, Responsiveness, Assurance, Emphaty*) di Puskesmas Tabongo Kecamatan Tabongo Kabupaten Gorontalo.

Penelitian ini menggunakan metode *Survey Deskriptif*. Populasi adalah seluruh masyarakat yang datang berobat di Puskesmas Tabongo Kecamatan Tabongo Kabupaten Gorontalo. Sampel diambil dengan tehnik *Accidental Sampling* jumlah sampel 34. Hasil penelitian menunjukkan bahwa dimensi *Tangible* dengan kategori baik sebanyak 82,4%, kurang 17,6%. Dimensi *Reliability* dengan kategori baik 88%, kurang 11,8%. Dimensi *Responsiveness* dengan kategori baik 91,2%, kurang 8,8%. Dimensi *Assurance* dengan kategori baik 100%. Dimensi *Emphaty* dengan kategori baik 97,1%, kurang 2,9%. Peneliti melakukan observasi di dapatkan beberapa indikator yang tidak sesuai dengan jawaban responden. Disarankan pihak Puskesmas agar mempertahankan dimensi yang sudah baik dan meningkatkan indikator lain yang masih kurang.

Kata Kunci :Puskesmas, Kualitas Pelayanan,
Daftar Pustaka :37 (2004-2015)

ABSTRACT

Suryani Y. Karim. 2015. Description of Service Quality at Puskesmas Tabongo, Sub-district of Tabongo, District of Gorontalo. Skripsi. Department of Nursing. Faculty of Health Sciences and Sports. State University of Gorontalo. Principal supervisor was Ns. Rini Fahriani Zees., S.Kep., M.Kep., and co-supervisor was dr. Sri Andriani Ibrahim., M.Kes.

Puskesmas is a health institution that gives services comprehensively, integrated, acceptable, and accessible by the public. Public as like as customers of health service do not only demand on health, but also the quality health. The research aimed at knowing the description of service quality (Tangible, Reliability, Responsiveness, Assurance, and Empathy) at Puskesmas Tabongo, Sub-district of Tabongo, District of Gorontalo.

This research used descriptive survey. The population were all people who come in to the Puskesmas Tabongo, Sub-district of Tabongo, District of Gorontalo. The sampling technique used Accidental Sampling, for about 34 respondents. This research showed that Tangible dimension with good category was about 82,4%, less category was about 17,6%. On the reliability dimension with good category was about 88 %, less category was about 11,8 %. The responsiveness dimension with good category was about 91,2%, less category was about 8,8%. The assurance dimension only with good category was about 100%. The Empathy dimension with good category was about 97,1%, less category was about 2,9%. This research used observation and got some indicators that are not suitable to the respondents answer. It suggested to the all indicators at the Puskesmas to keep maintaining a good category to be better category and increasing other less indicators.

Keywords; Puskesmas, Quality Service

References; 37 (2004-2015)

