

**ANALISIS MUTU PELAYANAN KESEHATAN PADA BALAI PENGOBATAN
UMUM PUSKESMAS TERAKREDITASI DI
KABUPATEN KERINCI TAHUN 2021**

TESIS

**OLEH
DENOS IMAM FRATAMA
NIM. 1920322020**



**PROGRAM STUDI PASCA SARJANA KESEHATAN MASYARAKAT
FAKULTAS KEDOKTERAN UNIVERSITAS ANDALAS
PADANG
2022**

**PROGRAM STUDI MAGISTER KESEHATAN MASYARAKAT
PROGRAM PASCA SARJANA
UNIVERSITAS ANDALAS**

**TESIS, AGUSTUS 2022
DENOS IMAM FRATAMA, NIM. 1920322020**

**ANALISIS MUTU PELAYANAN KESEHATAN PADA BALAI
PENGOBATAN UMUM PUSKESMAS TERAKREDITASI DI
KABUPATEN KERINCI TAHUN 2021**

Abstrak

Turun angka kunjungan pasien di Puskesmas Kerinci merupakan salah satu indikator rendahnya mutu pelayanan. Keberhasilan pelayanan kesehatan erat kaitannya dengan mutu pelayanan kesehatan. Tujuan penelitian ini menganalisis faktor yang berhubungan dengan mutu pelayanan kesehatan pada balai pengobatan umum. Penelitian menggunakan pendekatan *Mixed Method* dimana uji kuantitatif dilakukan dahulu untuk mengukur tingkat mutu pelayanan lalu dilakukan eksplorasi untuk mengetahui informasi lebih lanjut tentang mutu pelayanan pada balai pengobatan umum. Sampel dalam penelitian kuantitatif sebanyak 96 pasien dan untuk penelitian kualitatif sebanyak 6 petugas dan 10 pasien sebagai informan. Hasil penelitian menunjukkan sebagian besar responden menyatakan mutu pelayanan kesehatan tidak baik. Linear menunjukkan dimensi empati merupakan faktor yang paling dominan. Hasil penelitian kualitatif diketahui faktor minimnya pelatihan, kurangnya kedisiplinan petugas serta kurangnya empati petugas menjadi faktor utama rendahnya mutu pelayanan. Kesimpulan, lebih separuh responden menyatakan mutu pelayanan tidak baik, lebih dari separuh responden menyatakan dimensi bukti fisik dan jaminan sudah baik, lebih separuh responden menyatakan dimensi daya tanggap, kehandalan dan empati tidak baik.

Kata Kunci : Mutu pelayanan, Puskesmas Kerinci



**STUDY PROGRAM OF PUBLIC HEALTH MASTER
GRADUATE PROGRAM
ANDALAS UNIVERSITY**

**THESIS, AUGUST 2022
DENOS IMAM FRATAMA, NIM. 1920322020**

**AN ANALYSIS OF THE QUALITY OF HEALTH SERVICES AT
GENERAL MEDICINE CENTER OF ACCREDITED PUBLIC HEALTH
CENTER IN KERINCI DISTRICT IN 2021**

Abstract

The decline in the number of patient visits at the Kerinci Health Center is one of the indicators of the low quality of service. The success of health services is closely related to the quality of health services. The purpose of this study was to analyze factors related to the quality of health services in the general medical center. The study used a Mixed Method approach where quantitative tests were carried out first to measure the level of service quality and then an exploration was carried out to find out more information about the quality of service in the general medical center. The samples in the quantitative study were 96 patients and for the qualitative research, there were 6 officers and 10 patients as informants. The results of the qualitative research showed that the lack of training, the lack of discipline of officers, and the lack of empathy of officers were the main factors for the low quality of service. In conclusion, more than half of the respondents stated that the quality of service was not good, more than half of the respondents stated that the dimensions of physical evidence and assurance were good, and more than half of the respondents stated that the dimensions of responsiveness, reliability, and empathy were not good.

Keywords: Quality of service, Kerinci Public Health Center

