

ABSTRAK

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GAMBARAN TINGKAT KEPUASAN KOMUNITAS GEREJA SINAR KASIH TERHADAP PELAYANAN KESEHATAN PUSKESMAS MENTENG

(xiii + 81 halaman; 1 Bagan; 9 Tabel; 12 Lampiran)

Puskesmas Menteng merupakan puskesmas yang terletak di kelurahan Palangka. Data yang didapatkan menunjukkan bahwa pelayanan puskesmas belum memberikan pelayanan dengan baik, ruang tunggu kurang memadai, beberapa penampilan tidak rapi, dan adanya petugas yang kurang sopan. **Tujuan penelitian:** mengetahui gambaran tingkat kepuasan komunitas Gereja Sinar Kasih terhadap pelayanan kesehatan Puskesmas Menteng. **Metode Penelitian:** Penelitian ini menggunakan kuantitatif deskriptif. Penelitian menggunakan kuesioner yang mengacu teori SERVQUAL. Kuesioner diadopsi dari kuesioner Adawiah (2015), dan telah dilakukan uji validitas dan reliabilitas oleh Adawiyah (2015), terhadap 30 warga Puskesmas Sedan. Hasil uji validitas dan reliabilitas menyatakan bahwa instrumen tersebut dinyatakan valid dan reliabel. Teknik pengambilan sampel menggunakan *Accidental sampling* dengan kriteria inklusi: masyarakat usia 17-59 tahun dan pernah berobat ke puskesmas. Penulis mengolah data dengan data Univariat. Penelitian dilakukan di Puskesmas Menteng Palangkaraya. Awalnya penulis akan melakukan penelitian tentang gambaran kepuasan masyarakat terhadap pelayanan puskesmas Binong, akan tetapi karena wabah Covid-19 maka penulis melakukan perubahan lokasi sehingga penelitian dilakukan pada komunitas Gereja Sinar Kasih terhadap Puskesmas Menteng. **Hasil Penelitian:** Hasil penelitian didapat bahwa kualitas pelayanan Puskesmas Menteng Pada *Tangibles* (-0,49), *Reliability* (-0,88), *Responsiveness* (-0,29), *Assurance* (-0,3), *Empathy* (-0,39). Kualitas pelayanan puskesmas Menteng (-0,35.) Saran untuk meningkatkan kualitas pelayanan untuk seluruh wilayah kerjanya.

Kata Kunci : Kepuasan pelayanan, Puskesmas,

Referensi : 21 (2009 – 2019)

ABSTRACT

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A Description of the Level of Beam Church Community Satisfaction with the Health Services of Menteng Community Health Centers
(xiii + 81 Pages; 1 Chart; 9 Table; 12 Attachments)

Menteng Health Center is a health center located in the village of Palangka. The data obtained shows that the health center services have not provided good services, the waiting room is inadequate, some appearance is not neat, and there are officers who are not polite. The purpose of this study: to find out the level of satisfaction of the Sinar Kasih Church community to the health services of the Menteng Health Center Research Methods: This research uses descriptive quantitative. The study uses a questionnaire that refers to SERVQUAL theory. The questionnaire was adopted from the Adawiah questionnaire (2015), and Adawiyah (2015) tested the validity and reliability of 30 residents of the Sedan Community Health Center. The results of the validity and reliability test stated that the instrument was declared valid and reliable. The sampling technique used accidental sampling with inclusion criteria: people aged 17-59 years and had been treated at a health center. The author processes data with Univariate data. The study was conducted at the Menteng Palangkaraya Health Center. Initially the author will conduct research on the description of community satisfaction with the services of the Binong puskesmas, but because of the Covid-19 outbreak, the writer made a change of location so that the research was conducted at the Sinar Kasih Church community to the Menteng Puskesmas. Research Results: The results of the study found that the service quality of Menteng Public Health Center in Tangibles (-0.49), Reliability (-0.88), Responsiveness (-0.29), Assurance (-0.3), Empathy (-0.39). Menteng health service quality (-0.35.) Suggestions for improving service quality for all work areas.

Keywords: Service Satisfaction, Community Health Centers

References: 21 (2009 - 2019)