

INTISARI

Latar Belakang: Puskesmas reformasi merupakan Puskesmas uji coba, di harapkan dapat menjawab tuntutan masyarakat terhadap pelayanan yang bermutu. Puskesmas reformasi baru di uji cobakan di Kabupaten Bengkulu Utara pada tahun 2001, dengan surat Keputusan Bupati nomor: 481 tahun 2001. Kegiatan pokok Puskesmas reformasi hanya 6(enam) kegiatan, di tambah dengan kegiatan tambahan sesuai dengan kebutuhan daerah setempat, intervensi yang di berikan pada Puskesmas reformasi berupa bimbingan tehknis secara khusus, pemenuhan sarana dan prasarana. Salah satu indikator keberhasilan dari Puskesmas reformasi adalah mutu pelayanan. Pada tahun 1998 seluruh Puskesmas di wilayah Kabupaten Bengkulu utara sudah dilatih tentang QA. Tujuan penelitian ini untuk mengetahui apakah ada perbedaan mutu pelayanan di Puskesmas reformasi dan Puskesmas non reformasi.

Metode: Penelitian ini merupakan penelitian *Quasi experimental* dengan desain "*Post test only*" *with control group*, Populasi penelitian adalah kepala Puskesmas, petugas pengelola KIA dan BP, serta pasien pengguna jasa pelayanan KIA dan BP di Puskesmas reformasi dan non reformasi. Data diperoleh dari hasil koesioner dan check dokumen dengan menggunakan daftar tilik untuk mengetahui tingkat kepatuhan petugas KIA dan BP di Puskesmas reformasi dan non reformasi. Sedangkan kepuasan provider di peroleh dari hasil wawancara mendalam, serta hasil observasi langsung pelayanan BP dan KIA.

Hasil: Tingkat kepatuhan bidan terhadap standar pelayanan ANC Puskesmas reformasi (rata-rata item 80,04%) lebih tinggi dibanding Puskesmas non reformasi (rata-rata item 75,56%), dan secara statistik pada komponen pelayanan pemeriksaan umum, dan pelayanan pemeriksaan kehamilan terdapat perbedaan yang bermakna. Sedangkan untuk tingkat kepatuhan petugas Balai Pengobatan di Puskesmas reformasi(CR 96,29%),lebih tinggi di banding Puskesmas non reformasi (CR 92,49%), namun secara statistik tidak ada perbedaan yang bermakna. Tingkat kepuasan pasien pada dimensi keandalan tidak ada perbedaan ($p>0,05$), sedangkan dimensi bukti langsung, daya tanggap, jaminan, empati ada perbedaan yang bermakna ($p<0,05$). Kepuasan provider lebih puas di Puskesmas reformasi dibanding dengan Puskesmas non reformasi.

Kesimpulan: Tingkat kepatuhan petugas KIA terhadap SOP di Puskesmas reformasi lebih tinggi di banding Puskesmas non reformasi, sedangkan tingkat kepatuhan petugas BP tidak ada perbedaan. Kepuasan pasien lebih tinggi di Puskesmas reformasi dibanding Puskesmas non reformasi, demikian pula kepuasan provider lebih puas di Puskesmas reformasi.

ABSTRACT

Background: Reformed public health center is a trial public health center expected to be able to answer public expectation for qualified services. The reformed public health center was only held on trial in North Bengkulu regency in 2001, with the Regent's Decree No. 481, 2001. There are 6 main activities of the reformed public health and one additional activity according to the local need. Interventions for the reformed public health center include specific technical guidance and fulfillment of facilities. One (1) indicator of success of the reformed public health center is service quality. In 1998 all public health centers in Bengkulu got QA training. This study was aimed at finding out whether there was any difference of service quality between reformed public health centers and non-reformed ones.

Methods: This was a quasi-experimental study with post-test only with control group design. The populations were heads of public health centers, staff of mother and child health and counseling services, and patients of mother and child health and counseling services both in the reformed and non-reformed public health centers. Data were gathered from questionnaires and by checking documents based on visitor list in order to find out the level of compliance among staff of mother and child health and counseling services both in the reformed and non-reformed public health centers. Meanwhile the provider's satisfaction was taken from in-depth interviews and direct observation of mother and child health and counseling services.

Results: The compliance level of midwives to ANC service standard in reformed public health centers (average 80.04%) was higher than that in the non-reformed ones (average 75.56%). Statistically, the components of general check up service and pregnancy check up service showed significant difference. Meanwhile the compliance level of BP in the reformed public health centers (CR 96.29%) was higher than that in the non-reformed (CR 92.49%), but statistically they showed no significant difference. The level of satisfaction among patients in the capability dimension showed no difference ($p > 0.05$), while in the direct proff, response, assurance, empathy dimensions, they showed significant difference ($p < 0.05$). The provider's satisfaction is higher in the reformed public health centers compared to that in the non-reformed one.

Conclusion: The compliance level of staff of mother and child health service toward SOP in the reformed public health centers is higher than that in the non-reformed one. Meanwhile the compliance level of staff of counseling showed no difference. Patients' satisfaction is higher in the reformed public health centers than that in non-reformed; likewise, the provider's satisfaction is higher in the reformed public health centers than that in the non-reformed ones.

Keywords: service quality, public health center reformation, non-reformation