

ABSTRAK

Latar Belakang: Kualitas menunjukkan tingkat kesempurnaan pelayanan yang diselenggarakan, yang di satu pihak dapat memuaskan pemakai jasa pelayanan. Di pihak lain tata cara penyelenggaraannya sesuai dengan standar yang ditetapkan. Setiap pelayanan kesehatan ditemukan adanya unsur masukan (*input*), proses (*process*) serta keluaran (*output*).

Tujuan: Mendeskripsikan kualitas pelayanan penerimaan pasien rawat jalan dari unsur input (dan peralatan), unsur proses (pendaftaran pasien), dan unsur keluaran (kepuasan pasien) di tempat pendaftaran Puskesmas Mlati I.

Metode: Jenis penelitian yang digunakan adalah deskriptif dengan pendekatan kuantitatif, rancangan data secara *cross sectional*. Sampel yang diambil sebanyak 100 pasien dengan teknik *accidental* sampling. Teknik pengumpulan data menggunakan kuesioner dan *check list* observasi. Teknis analisis data menggunakan analisis univariat.

Hasil: Dari unsur ketenagaan, kesesuaian koordinator rekam medis dengan standar ketenagaan sebesar 50%, sedangkan petugas pendaftaran sebesar 55,6%. Unsur peralatan 100% sesuai standar peralatan. Unsur proses yang meliputi proses pendaftaran pasien baru loket umum, tingkat kesesuaian berdasarkan SPO sebesar 78,75%, pasien lama loket umum 55%, dan pasien lama loket lansia 65%. Unsur keluaran yang meliputi kepuasan pasien, sebanyak 51% pasien menyatakan puas.

Kesimpulan: Kualitas pelayanan berdasarkan unsur input dari sisi ketenagaan termasuk dalam kriteria kurang baik, dari sisi peralatan tergolong kriteria baik. unsur proses pendaftaran pasien baru loket umum termasuk dalam kriteria baik, proses pendaftaran pasien lama loket umum tergolong kriteria kurang baik, proses pendaftaran pasien lama loket lansia termasuk dalam kriteria cukup baik. Berdasarkan unsur output (kepuasan pasien) berada pada kategori puas.

Kata kunci : unsur input, unsur proses, kepuasan pasien, lima dimensi kualitas jasa.

ABSTRACT

Background: Quality shows the level of service excellence that is held. On the one hand to satisfy the users of the services. On the other hand the procedures for its implementation in accordance with established standards. Each health service found any element of the input, process, and output.

Objective: To describe the service quality outpatient reception of input elements (personnel and equipment), elements of the process (patient registration), and the output element (patient satisfaction) at the place of registration Mlati Health Center I.

Method: This type of research used is descriptive quantitative research and use cross-sectional data collection. Samples were taken as much as 100 patients using accidental sampling. Data collection technique used questionnaire and observation checklist. Technical data analysis using the univariant.

Results: From the elements of workforce, the suitability of medical record coordinator with the standard of manpower by 50%, while the registrar of 55.6%. Elements equipment 100% according to the equipment standard. Elements of a process that includes a new patient registration process on general counters, the level of conformity based SPO for 78.75%, old patient on general counter of 55% and an old patient counter of elderly by 65%. Output element which includes the satisfaction of patients, 51% of patients said they were satisfied.

Conclusion: Quality of service based on the input element of the workforce included in not good criteria, the terms of equipment in good criteria. on the element of new patient registration process on general counters included in good criteria, old patient registration process on general counters included in not good criteria, the old patient registration process of the elderly counter is included in the quite good criteria. Based on the output element (patient satisfaction) are in the satisfied category.

Keyword: input element, proses element, patient satisfaction, five dimension service quality.