

ABSTRAK

Kualitas Pelayanan Kesehatan di Puskesmas Siempat Rube Kecamatan Siempat Rube Kabupaten Pakpak Bharat, Pelayanan yang kurang baik akan sangat berpengaruh terhadap penilaian pasien tentang pelayanan puskesmas, Rumusan masalah dari penelitian ini yaitu bagaimana kualitas pelayanan Kesehatan di puskesmas siempat rube dan faktor penghambat dalam Pelayanan Kesehatan di Puskesmas Siempat Rube Kabupaten Pakpak Bharat. Penelitian ini menggunakan pendekatan kualitatif deskriptif yaitu pengamatan/observasi, wawancara, dan dokumentasi sebagai Teknik pengumpulan data, Selanjutnya Teknik analisis data yaitu reduksi data, penyajian data, penarikan Kesimpulan/verifikasi. Hasil penelitian menunjukkan bahwa kualitas pelayanan Kesehatan di puskesmas siempat rube kabupaten pakpak bharat dilihat dari aspek Bukti Fisik (Tangibles) sarana dan prasarana yang belum memadai dan kurang memuaskan. Daya Tanggap (Responsiviness) dalam proses pelayanan sudah baik dinilai dari sigap dan tanggap dalam melayani pasien. Jaminan (Annsurence) kurangnya tenaga medis. Empati (Empathy) sudah baik dinilai dari sikap pegawai yang ramah dan menerima kritikan dan saran dari masyarakat. Hambatannya yaitu infrastruktur akses jalan menuju puskesmas yang buruk, kurangnya tenaga medis seperti rekam medis dan perawat gigi, pegawai puskesmas yang kurang disiplin dan profesional dalam bekerja. Harapan kepada pihak Puskesmas Siempat Rube Pakpak Bharat supaya melengkapi fasilitas yang belum tersedia dan tenaga medis yang belum ada di Puskesmas Siempat Rube, agar Masyarakat mendapatkan pelayanan primer dan memuaskan.

Kata Kunci : Kualitas Pelayanan Kesehatan, Puskesmas Siempat Rube

ABSTRACT

Quality of Health Services at Siempat Rube Health Center, Siempat Rube District, Pakpak Bharat Regency, Poor service will greatly affect the patient's assessment of health center services, The formulation of the problem from this study is how the quality of health services at the Siempat Rube Health Center and the inhibiting factors in health services at the Siempat Rube Health Center, Pakpak Bharat Regency. This study uses a descriptive qualitative approach, namely observation/observation, interview, and documentation as data collection techniques, then data analysis techniques, namely data reduction, data presentation, conclusion drawn/verification. The results of the study show that the quality of health services at the Siempat Rube Health Center in Pakpak Bharat Regency is seen from the aspect of Physical Evidence (Tangibles) of inadequate and unsatisfactory facilities and infrastructure. Responsiveness in the service process is well assessed from being agile and responsive in serving patients. Guarantee (Annsurence) of lack of medical personnel. Empathy is often judged from the attitude of friendly employees and accepting criticism and suggestions from the community. The obstacles are poor road access infrastructure to the health center, lack of medical personnel such as medical records and dental nurses, and health center employees who are not disciplined and professional in their work. It is hoped that the Siempat Rube Pakpak Bharat Health Center will complete the facilities that are not yet available and medical personnel that are not yet available at the Siempat Rube Health Center, so that the community gets primary or satisfactory services.

Keywords: *Quality of Health Services, Siempat Rube Health Center*