

ABSTRAK

Pusat Kesehatan Masyarakat (Puskesmas) kecamatan Sigambal, merupakan ujung tombak dalam pelayanan langsung kepada masyarakat pengguna layanan, terdapat beberapa pelayanan yang belum optimal sehingga terdapat kendala pelayanan yang di berikan. Banyak masyarakat yang mengeluh dengan pelayanan di Puskesmas Sigambal, mereka beranggapan bahwa pelayanan yang diberikan belum maksimal, padahal pelayanan kesehatan merupakan urusan wajib pemerintah daerah. Tujuan penelitian ini untuk mengetahui standard dan kualitas standar pelayanan publik yang diberikan Puskesmas Sigambal. Dalam penelitian ini peneliti menggunakan metode penelitan kualitatif. Hasil penelitian ini menunjukkan standar pelayanan publik di Puskesmas Sigambal, yang dilihat menggunakan tiga teori standar pelayanan publik yang di kemukakan oleh Mahmudi (2010:230-231) yaitu prosedur pelayanan, waktu penyelesaian, sarana dan prasarana pelayanan. Dari ketiga standar di atas sudah terdapat beberapa upaya penerapan standar pelayanan publik yang telah dilakukan di Puskesmas Sigambal namun masih terdapat beberapa kekurangan dan kendala, Maka hasil penelitian ini dapat disimpulkan standar pelayanan publik di Puskesmas Sigambal belum maksimal, karena masih terdapat kekurangan dan kendala dalam standar pelayanan Puskesmas Sigambal yaitu keterbatasan sarana dan prasarana seperti kondisi bangunan dan tata letak seperti ruangan, ruang tunggu dan tempat parkir, yang kondisi bangunan yang sudah tua dan penempatannya yang belum pas untuk melakukan pelayanan, kedisiplinan pegawai, perawat yang belum sepenuhnya tepat waktu dan masih lalai akan tugas nya, dan pegawai Puskesmas Sigambal belum memiliki kemampuan atau keahlian dari tugasnya dikarenakan beberapa faktor antaranya: Pendidikan yang tidak sesuai, pegawai sering mengantikan tugas piketnya dengan para tenaga honorer, pelatihan yang masih minim yang berikan baik itu dari Puskesmas maupun dinas kesehatan. Upaya pihak Puskesmas Sigambal dalam meningkatkan pelayanan, memberikan pelatihan-pelatihan untuk meningkatkan kualitas pegawai Puskesmas Sigambal, membantu masyarakat yang kesulitan dalam menerima pelayanan, memberi sanksi kepada pegawai yang tidak disiplin, dan mengajukan proposal kepada dinas kesehatan Labuhanbatu untuk pengajuan perbaikan sarana dan prasarana yang sudah rusak dan belum memadai.

Kata Kunci : Pelayanan Publik, Standar Pelayanan Publik

ABSTRACT

The Community Health Center (Puskesmas) in Sigambal sub-district is the spearhead in providing direct services to the community using services. There are several services that are not optimal so there are problems with the services provided. Many people complain about the services at the Sigambal Community Health Center, they think that the services provided are not optimal, even though health services are a mandatory matter for the regional government. The aim of this research is to determine the standards and quality of public services provided by the Sigambal Community Health Center. In this research, researchers used qualitative research methods. The results of this research show the public service standards at the Sigambal Community Health Center, which are seen using the three theories of public service standards put forward by Mahmudi (2010:230-231), namely service procedures, completion time, service facilities and infrastructure. From the three standards above, there have been several efforts to implement public service standards that have been carried out at the Sigambal Community Health Center, but there are still several shortcomings and obstacles. So the results of this research can be concluded that the public service standards at the Sigambal Community Health Center are not optimal, because there are still deficiencies and obstacles in the standards. Sigambal Community Health Center services include limited facilities and infrastructure such as the condition of the building and layout such as rooms, waiting rooms and parking lots, the condition of the building which is old and its placement is not suitable for providing services, employee discipline, nurses who are not fully punctual and are still negligent regarding their duties, and the Sigambal Community Health Center employees do not yet have the ability or expertise for their duties due to several factors, including: Inappropriate education, employees often replacing their picket duties with honorary staff, minimal training provided by both the Community Health Center and the health service. The efforts of the Sigambal Community Health Center are to improve services, provide training to improve the quality of Sigambal Community Health Center employees, help people who have difficulty receiving services, give sanctions to employees who are not disciplined, and submit proposals to the Labuhanbatu health service to propose improvements to existing facilities and infrastructure. damaged and inadequate.

Keywords: Public Services, Public Service Standards