

ABSTRAK

Pelayanan public menurut Undang-Undang Nomor 25 Tahun 2009 adalah segala bentuk kegiatan dalam rangka pemenuhan kebutuhan pelayanan sesuai dengan peraturan perundang-undangan bagi setiap warga negara dan penduduk atas barang, jasa, dan pelayanan administrative yang disediakan oleh penyelenggara pelayanan publik. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan kesehatan bagi masyarakat di Puskesmas Jeumpa Kabupaten Bireuen serta untuk mengetahui faktor penghambat pelayanan kesehatan bagi masyarakat di Puskesmas Jeumpa Kabupaten Bireuen. Berdasarkan hasil penelitian dari aspek *tangible* (bukti fisikk) di Puskesmas Jeumpa dinilai dari indikator kenyamanan tempat pelayanan di Puskesmas Jeumpa Kabupaten Bireuen sudah cukup nyaman, alat-alat medis sudah ada seperti alat USG. Adapun dari aspek *reliability* (kehandalan) sudah cukup namun masih kekurangan informasi dikarenakan SDM di Puskesmas Jeumpa masih kurang. Berdasarkan aspek *responsiviness* (ketanggapan) petugas di Puskesmas Jeumpa Kabupaten Bireuen sudah baik, untuk kepedulian dan ketanggapan petugas sudah bagus, pasien dilayani sesuai dengan SOP dan juga sudah mengikuti alur di Puskesmas Jeumpa. Selanjutnya aspek *assurance* (jaminan) dari hasil penelitian ini menunjukkan bahwa dari segi jaminan ketepatan waktu dalam pelayanan di Puskesmas Jeumpa sudah cukup bagus, karena untuk jadwal pelayanan bagi pasien yang ingin berobat sudah tertera di Puskesmas. Faktor penghambat pelayanan kesehatan yaitu, dikarenakan SDM atau tenaga kerja di Puskesmas Jeumpa masih kurang, kebanyakan yang berprofesi sebagai bidan, sehingga tidak seimbang. Sehingga dalam memberikan informasi sedikit kurang jelas, dikarenakan petugas bekerja bukan pada bidangnya masing-masing. Selanjutnya tenaga kerja atau petugas tersebut harus menguasai bidang tersebut walaupun itu bukan di bidangnya. Dan terakhir yaitu untuk kesadaran masyarakat akan kesehatan, masih ada masyarakat yang tidak peduli akan kesehatan masing-masing.

Kata Kunci : Kualitas Pelayanan, Pelayanan Kesehatan di Puskesmas

ABSTRACT

Public services according to Law Number 25 of 2009 are all forms of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services and administrative services provided by public service providers. This research aims to determine the quality of health services for the community at the Jeumpa Health Center, Bireuen Regency and to determine the factors inhibiting health services for the community at the Jeumpa Health Center, Bireuen Regency. Based on the results of research from the tangible aspect (physical evidence) at the Jeumpa Health Center, it was assessed that the comfort indicators of the service area at the Jeumpa Health Center, Bireuen Regency were quite comfortable, medical equipment was available, such as an ultrasound device. As for the reliability aspect, it is sufficient but there is still a lack of information because human resources at the Jeumpa Health Center are still lacking. Based on the aspect of responsiveness (responsiveness) of the officers at the Jeumpa Health Center, Bireuen Regency, it is good, the care and responsiveness of the officers is good, patients are served according to the SOP and have also followed the flow at the Jeumpa Health Center. Furthermore, the assurance aspect of the results of this research shows that from In terms of guaranteeing punctuality in services at the Jeumpa Community Health Center, it is quite good, because the service schedule for patients who wish to seek treatment is already listed at the Community Health Center. The inhibiting factor for health services is that there is still a lack of human resources or workforce at the Jeumpa Community Health Center, most of whom work as midwives, so it is not balanced. So providing information is a little less clear, because the officers don't work in their respective fields. Furthermore, the worker or officer must master the field even though it is not in their field. And finally, regarding public awareness of health, there are still people who don't care about their own health.

Keywords: Quality of Service, Health Services at Community Health Centers