

ABSTRAK

Implementasi Undang-Undang Nomor 25 Tahun 2009 tentang pelayanan publik, difokuskan pada aspek komunikasi, sumber daya, dan disposisi di Puskesmas Simpang Mamplam Kabupaten Bireuen. Hambatan dalam implementasi Undang-Undang Nomor 25 tahun 2009, difokuskan pada aspek tujuan kebijakan lingkungan di Puskesmas Simpang Mamplam Kabupaten Bireuen. Penelitian ini bertujuan untuk mengetahui Implementasi Undang-Undang Nomor 25 Tahun 2009 tentang pelayanan publik dan hambatan dalam implementasi Undang-Undang Nomor 25 Tahun 2009 di Puskesmas Simpang Mamplam Kabupaten Bireuen. Penelitian ini menggunakan pendekatan kualitatif dan kuantitatif dengan Teknik pengumpulan data dengan observasi, wawancara, dan dokumentasi. Teknis analisis data dengan tahapan reduksi data, penyajian data dan penarikan Kesimpulan. Hasil penelitian ini menunjukkan bahwa Implementasi Pelayanan Kesehatan di Puskesmas Simpang Mamplam Kabupaten Bireuen jika dilihat dari faktor keberhasilan implementasi terkait komunikasi dalam pelaksanaannya masih belum maksimal, proses komunikasi kurang efektif, seperti kurangnya pemahaman dari pasien, kemudian dari sumber daya peralatan dan fasilitas yang belum mencukupi standar kebijakan pelayanan. Tentang aspek disposisi dari pihak medis untuk dokter umum sudah mencukupi sikap 5 S yaitu Senyum, Sapa, Salam, Sopan dan Santun, tetapi kalau dari perawatnya masih kurang ramah. Kebijakan pelayanan kesehatan di Puskesmas Simpang Mamplam Kabupaten Bireuen jika dilihat dari faktor keberhasilan implementasi terkait komunikasi, dalam pelaksanaannya sudah berjalan, namun masih belum maksimal di Puskesmas Simpang Mamplam Kabupaten Bireuen.

Kata kunci : Implementasi, Pelayanan Publik, Puskesmas Simpang Mamplam

ABSTRACT

The implementation of Law Number 25 of 2009 concerning public services, is focused on aspects of communication, resources, and disposition at the Simpang Mamplam Health Center, Bireuen Regency. Obstacles in the implementation of Law Number 25 of 2009, are focused on the aspect of environmental policy objectives at the Simpang Mamplam Health Center, Bireuen Regency. This study aims to find out the implementation of Law Number 25 of 2009 concerning public services and obstacles in the implementation of Law Number 25 of 2009 at the Simpang Mamplam Health Center, Bireuen Regency. This research uses a qualitative and quantitative approach with data collection techniques with observation, interviews, and documentation. Technical data analysis with stages of data reduction, data presentation and conclusion drawn. The results of this study show that the implementation of health services at the Simpang Mamplam Health Center, Bireuen Regency, when viewed from the success factors of implementation related to communication in its implementation, is still not optimal, the communication process is less effective, such as lack of understanding from patients, then from equipment and facilities resources that are not enough to meet service policy standards. Regarding the disposition aspect of the medical side for general practitioners, the 5 S attitude is sufficient, namely Smile, Greeting, Greeting, Politeness and Courtesy, but the nurses are still not friendly. This election was based on the reason, to improve the discipline of health service workers at the Simpang Mamplam Health Center. The health service policy at the Simpang Mamplam Health Center, Bireuen Regency, when viewed from the success factors of implementation related to communication, has been implemented at the Simpang Mamplam Health Center, Bireuen Regency.

Keywords: Implementation, Public Service, Simpang Mamplam Community Health Center