

Evaluasi proses pelaksanaan Program Elderly Day Care Services tahun 2012 di Panti Sosial Tresna Werdha Budhi Dharma Bekasi Timur =  
Evaluation of Elderly Day Care Services Program process  
implementation at Panti Sosial Tresna Werdha Budhi Dharma Bekasi  
Timur

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Abstrak

Studi ini mendeskripsikan proses pelaksanaan Program Elderly Day Care Services dan melihat kepuasan klien sebagai suatu feedback. Penelitian ini merupakan penelitian evaluasi, menggunakan mix methods dengan metode kualitatif dan survey. Dari hasil penelitian diketahui bahwa PSTW Budhi Dharma belum melaksanakan proses tahapan pelayanan sesuai standar prosedur yang ditetapkan oleh perencanaan program. Dan lebih dari setengah sampel klien kurang puas akan kualitas pelayanan yang telah diberikan. Peneliti menyarankan agar lembaga merefleksikan kembali pelaksanaan program dan memperbaiki program.

.....The focus of this study is to describe the implementation process of Elderly Day Care Services Program and to see how far customer satisfaction as a feedback. This is evaluation research using mix methods, qualitative and survey. Result of research findings is that PSTW Budhi Dharma has not followed the procedures properly and it not appropriate with the procedures. More in a half of client not satisfied with the quality of services. The researcher suggests that organization must reflect their program and improve their program.