

Kualitas pelayanan kesehatan di puskesmas Kecamatan Cakung berdasarkan persepsi pasien = Health services quality at Cakung Subdistrict health center based on patient's perception

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Abstrak

Penelitian ini memiliki tujuan untuk menganalisis kualitas pelayanan kesehatan di Puskesmas Kecamatan Cakung. Penelitian ini merupakan penelitian deskriptif dengan menggunakan pendekatan kuantitatif. Hasil dari setiap indikator diukur pada lima poin skala ordinal: sangat baik, baik, cukup, buruk dan sangat buruk. Sampel diambil berdasarkan teknik sampling non probabilitas, secara accidental. Berdasarkan hasil analisa data pada setiap indikator didapatkan hasil bahwa indikator input dinilai cukup, indikator proses dinilai buruk dan indikator output dinilai cukup. Sehingga didapatkan hasil akhir bahwa kualitas pelayanan kesehatan di Puskesmas Kecamatan Cakung adalah cukup.

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This research aims to analyse the quality of health services at Cakung Subdistrict health center. This research is a descriptive research with quantitative approach. The outcome of every indicators was measured on five-point ordinal scales: Very Good, Good, Fair Enough, Bad and Very Bad. The sample was taken based on non probability sampling technique, in an accidental manner. Based on the analysis result on every indicators, the research result shows that input indicator is fair enough, process indicator is bad and output indicator is fair enough. So the final result shows that the quality of health services at Cakung Subdistrict health center is fair enough.