

Kualitas Pelayanan Kesehatan Mental Klinik Satelit Makara bagi Para Mahasiswa Generasi Z di Universitas Indonesia pada Era Pandemi Covid-19 = The quality of mental health services at Makara Satellite Clinic for Generation Z students at the University of Indonesia in the era of the Covid-19 pandemic

Akbar Arif Pambudie, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20522474&lokasi=lokal>

Abstrak

Kualitas pelayanan memiliki peran penting terhadap pengguna layanan, termasuk juga pada pelayanan kesehatan mental. Universitas Indonesia, sebagai salah satu lembaga pendidikan tinggi nasional, telah menyediakan layanan konseling bagi sivitas akademika UI, dalam hal ini mahasiswa UI sebagai bagian dari generasi Z. Pelayanan konseling ini terdapat di Klinik Satelit Makara Universitas Indonesia; yaitu layanan konsultasi psikologis yang membantu mahasiswa mengatasi permasalahan kesehatan mental. Penelitian ini bertujuan untuk menganalisis kualitas pelayanan kesehatan mental pada Klinik Satelit Makara Universitas Indonesia bagi para mahasiswa generasi Z di era pandemi Covid-19. Pendekatan kualitatif digunakan pada penelitian ini, yang juga merupakan penelitian deskriptif. Data penelitian ini didapat melalui wawancara mendalam dan melalui studi kepustakaan. Hasil penelitian menunjukkan kualitas pelayanan kesehatan mental di Klinik Satelit Makara sudah sesuai dengan terpenuhinya dimensi dari HSO & CPSI (2020), kecuali dimensi Accessible Care dikarenakan lamanya waktu tunggu dan sumber daya manusia yang belum mencukupi kebutuhan/ permintaan pengguna layanan. Meskipun demikian, Klinik Satelit Makara sudah melakukan berbagai langkah dalam menanggapi hal tersebut.

.....Service quality has an important role for service users, including mental health services. Universitas Indonesia, as one of the national higher education institutions, has provided counseling services for UI academics, in this case UI students as part of Generation Z. These counseling services are available at the Makara Satellite Clinic, University of Indonesia; namely psychological consulting services that help students overcome mental health problems. This study aims to analyze the quality of mental health services at the Makara Satellite Clinic, University of Indonesia for generation Z students in the Covid-19 pandemic era. A qualitative approach is used in this study, which is also a descriptive study. The research data were obtained through in-depth interviews and through literature study. The results showed that the quality of mental health services at the Makara Satellite Clinic was in accordance with the fulfillment of the dimensions of the HSO & CPSI (2020), except for the Accessible Care dimension due to the length of waiting time and human resources that did not meet the needs/demands of service users. However, Makara Satellite Clinic has taken various steps in response to this.