

# Analisis Kualitas Pelayanan Pada Proses Internal Program Vaksinasi COVID-19 Berbasis Drive thru Rumah Sakit Universitas Indonesia = Internal Process Quality Analysis in the Drive thru COVID-19 Vaccination Program at University of Indonesia Hospital

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## Abstrak

Latar belakang dilakukannya penelitian ini adalah terdapatnya kendala pada proses internal manajemen vaksinasi COVID-19 drive thru Rumah Sakit Universitas Indonesia (RSUI). Dimana Vaksinasi tersebut merupakan bagian dari program penanggulangan COVID-19 yang menyangkut kepentingan masyarakat umum terutama pada aspek kesehatan. Tujuan dilakukan penelitian ini adalah untuk menganalisis tentang kualitas pada proses internal pelayanan vaksinasi COVID-19 drive thru di Rumah Sakit Universitas Indonesia (RSUI). Pendekatan penelitian yang digunakan ialah postpositivsm dengan dengan desain deskriptif melalui teori internal quality (INTQUAL). Metode penelitian yang digunakan adalah kualitataif, dengan pengumpulan data melalui wawancara mendalam dengan empat infoman inti yang terlibat secara langsung dalam pelayanan selama tiga periode dan studi kepustakaan. Hasil dari penelitian ini menunjukkan bahwa kualitas pada proses internal pelayanan vaksinasi COVID-19 drive thru RSUI sudah cukup baik. Hal tersebut diperoleh dari analisis delapan indikator dalam teori INTQUAL yang meliputi tools, policies and procedures, teamwork, management support, goal alignment, effective training, communication, dan reward and recognition.

.....The background of this research is the constraints on the internal process of management drive thru COVID-19 vaccination at the University of Indonesia Hospital (RSUI). The vaccination is a COVID-19 mitigation program that concerns the interests of the general public, especially in health aspects. The purpose of this research is to analyze the quality of the internal process by drive thru COVID-19 vaccination services in the University of Indonesia Hospital (RSUI). The research approach used is postpositivism with a descriptive design through the theory of internal quality (INTQUAL). The research method used is qualitative, with data collection through in-depth interviews with four core infomen directly involved in the ministry over three periods and literature studies. The results showed that internal quality process of RSUI's internal drive thru COVID-19 vaccination service is quite good. This is obtained from the analysis of eight indicators in INTQUAL theory which include tools, policies and procedures, teamwork, management support, goal alignment, effective training, communication, and reward and recognition