

## ABSTRACK

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**Judul Tesis : The Quality Health Service Of Public Health Centre at Depok City (Studies in Pancoran Mas's Public Health Centre, Tugu's Public Health Centre, and Kemiri Muka's Public Health Centre)**

**References: 36 Books, 10 Journals, 4 Thesis, and 4 Regulations (1990-2007)**

Providing of the public's quality services it was considered as one of keys to good governance. Organizing public service to community by government is already done because of being their tasks, responsibilities and the functions of government as the services giver (public servant). One forms of the public's service that should be provided by local government for community was the service in health field. The government must provide health services, in view of fact that health service was one of basic rights which are owned by people. The government in his implementation has provided public health centre and his rank (the parent Public Health Centre, the auxiliary Public Health Centre, and Polindes) as the spearhead of local government to provide health care service.

This research had the aim of learning quality of health service in Public Health Centre at Depok City based on Servqual Model which is a measurement model of quality service that was developed by Zeithaml, Parasuraman, and Berry. The SERVQUAL model mentioned had five dimensions of quality of service that was sensitive to measure consumer's experience towards the quality of service that was accepted, that is: Tangible, Reliability, Responsiveness, Assurance, and Emphaty.

This research was the descriptive study using quantitative approach. The method of data collection in this research was used survey method (questionnaire). The population in this research was visitor's Public Health Centre in three Public health Centre at Depok City, that are Pancoran mas's Public Health Centre, Tugu's Public Health Centre, and Kemiri Muka's Public Health Centre which has made visit to this public health centre twice or more. The sample taken based on non-probability sampling techniques, in an accidental manner/convenient.

Based on the results analysis of data in each dimension Service Quality (servqual) was obtained by results score of gap in all dimensions that is negative. Because of that need to be improving the quality of each dimension, although on the whole community regarded the quality of health service that was provided by Public Health Centre in the Depok City was good enough.

**Key Words:**

**Public Health Center, Customer Perception, Customer Expectations, Quality Service.**

## ABSTRAK

**Nama** : Rosy Romadiana Pasaribu  
**Program Studi** : Departemen Ilmu Administrasi  
**Judul Tesis** : Kualitas Pelayanan Kesehatan Pada Puskesmas di Kota Depok (Studi Pada Puskesmas Pancoran Mas, Puskesmas Tugu, Dan Puskesmas Kemiri Muka)

**Daftar Pustaka: 36 Buku, 10 Jurnal, 4 Tesis, dan 4 Peraturan (1990-2007)**

Penyediaan pelayanan publik yang berkualitas dianggap sebagai salah satu kunci menuju tata pemerintahan yang baik (good governance). Penyelenggaraan pelayanan publik oleh pemerintah kepada masyarakat dilakukan karena sudah merupakan tugas, tanggungjawab dan fungsi pemerintah sebagai pemberi pelayanan (public servant). Salah satu bentuk pelayanan publik yang harus disediakan oleh pemerintah daerah untuk masyarakat adalah pelayanan dalam bidang kesehatan. Pemerintah harus menyediakan pelayanan kesehatan, mengingat pelayanan kesehatan merupakan salah satu hak dasar yang dimiliki oleh rakyat. Pemerintah dalam pelaksanaannya telah menyediakan puskesmas dan jajarannya (Puskesmas induk, Puskesmas pembantu, dan Polindes) sebagai ujung tombak pemerintah daerah untuk menyediakan pelayanan kesehatan.

Penelitian ini memiliki tujuan untuk mengetahui kualitas pelayanan kesehatan di Puskesmas Kota Depok berdasarkan Model Servqual yang merupakan suatu model pengukuran kualitas pelayanan yang dikembangkan oleh Zeithaml, Parasuraman, dan Berry. Model SERVQUAL menyebutkan ada lima dimensi kualitas pelayanan yang sensitif untuk mengukur pengalaman konsumen terhadap kualitas pelayanan yang diterima, yaitu: Tangible (nyata/berwujud), Reliability (keandalan), Responsiveness (daya tanggap), Assurance (jaminan kepastian), Emphaty (perhatian).

Penelitian ini merupakan penelitian deskriptif dengan menggunakan pendekatan kuantitatif. Metode pengumpulan data yang digunakan dalam penelitian ini metode survei (kuesioner). Populasi dalam penelitian ini adalah masyarakat pengunjung Puskesmas yang menggunakan pelayanan kesehatan di tiga Puskesmas Depok, yaitu Puskesmas Pancoran Mas, Puskesmas Tugu, dan Puskesmas Kemiri Muka dimana telah melakukan kunjungan puskesmas ke puskesmas tersebut dua kali atau lebih. Sampel diambil berdasarkan tehnik sampling non probabilitas, secara accidental/convenient.

Berdasarkan hasil analisa data pada setiap dimensi *Service Quality* (servqual) didapatkan hasil skor kesenjangan pada semua dimensi yaitu negatif. Oleh karena itu perlu diadakan peningkatan kualitas pada masing-masing dimensi, walaupun secara keseluruhan masyarakat telah menganggap kualitas pelayanan kesehatan yang diberikan oleh Puskesmas di Kota Depok telah cukup baik.

### **Kata Kunci:**

Puskesmas, Persepsi Masyarakat, Kepuasan Masyarakat, Kualitas Pelayanan.