

ABSTRAK

IRA NOVIYATI SULAM, NPM: 2022353. Judul “**Kualitas Pelayanan Kesehatan Poli Umum pada UPTD Puskesmas Bangkuang Kecamatan Karau Kuala Kabupaten Barito Selatan**”. Di bawah bimbingan **Bapak Muhamad Arsyad, S.Pd.I., M.AP** sebagai Pembimbing I dan **Ibu Nida Urahmah, M.Pd** sebagai Pembimbing II.

Pelayanan kesehatan merupakan salah satu bentuk pelayanan publik yang sangat penting dalam meningkatkan derajat kesehatan masyarakat. Namun, dalam pelaksanaannya masih ditemukan beberapa permasalahan: Kurangnya alat kesehatan, keterbatasan obat, dan keterbatasan jaringan internet, penelitian ini bertujuan untuk mengetahui kualitas pelayanan kesehatan poli umum pada UPTD Puskesmas Bangkuang Kecamatan Karau Kuala Kabupaten Barito Selatan serta faktor-faktor yang mempengaruhinya.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif kualitatif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Penentuan informan menggunakan teknik *purposive sampling* dengan jumlah informan sebanyak 13 orang. Analisis data dilakukan melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan. Uji kredibilitas data dilakukan dengan perpanjangan pengamatan, meningkatkan ketekunan, triangulasi, dan member check.

Hasil penelitian menunjukkan bahwa Kualitas pelayanan kesehatan di UPTD Puskesmas Bangkuang Kecamatan Karau Kuala Kabupaten Barito Selatan baik. Indikator Kejelasan informasi baik, disampaikan secara jelas. Indikator Keahlian sesuai bidang baik, petugas mengikuti pelatihan. Indikator Pengetahuan yang memadai baik, menjalankan tugas berdasarkan pemahaman. Indikator Ramah teradap Pasien baik, tidak membedakan pasien. Indikator Menghormati Pasien baik, dilayani dengan adil. Indikator Kejujuran dalam Melayani baik, sesuai kondisi pasien. Indikator Konsisten dalam Pelayanan baik, dilaksanakan secara teratur. Indikator Sesuai Prosedur baik, dijalankan sesuai alur. Indikator Kesediaan untuk Melayani baik, siap dalam memberi layanan. Indikator Menjaga Pripasi Pasien baik, informasi pasien dirahasiakan. Indikator Jaminan Keamanan baik, lingkungan dikelola dengan baik. Indikator Memahami Kebutuhan Pasien baik, paham keluhan pasien. Indikator Perhatian secara Personal baik, layanan sesuai kebutuhan. Indikator Kemudahan Mendapatkan Layanan cukup baik, pendaftaran online meski jaringan terganggu. Indikator Media Komunikasi yang Efektif cukup baik, menggunakan online namun kurang efektif bagi lansia. Indikator Reputasi cukup baik, profesional meski SOP belum tersedia. Indikator Kecepatan dalam Merespons cukup baik, belum konsisten dan belum ada SOP. Indikator Kebersihan/Kerapian Sarana Kesehatan cukup baik, masih ditemukan sampah. Indikator Tepat Waktu dalam Melayani kurang baik, terjadi keterlambatan petugas. Indikator Ketersediaan Sarana kurang baik, terdapat peralatan belum lengkap. Faktor pendukung meliputi kemampuan petugas dalam memberikan informasi, kompetensi tenaga kesehatan, serta sikap sopan dan menghargai pasien. Faktor penghambat mencakup keterbatasan peralatan medis dan keterlambatan dalam pelayanan.

Disarankan kepada kepala UPTD Puskesmas Bangkuang agar menambah dan memperbaharui peralatan medis yang masih terbatas serta memperbaiki jaringan internet supaya layanan tetap lancar dan tidak terhambat pada saat melakukan pendaftaran. Kepada seluruh petugas UPTD Puskesmas Bangkungan agar dapat meningkatkan kedisiplinan dengan datang tepat waktu yang telah ditetapkan serta membuat SOP yang jelas sebagai pedoman dalam pelaksanaan pelayanan.

ABSTRACT

IRA NOVIYATI SULAM, Student ID: 2022353. Title: **“Quality of Health Services at the General Polyclinic of UPTD Puskesmas Bangkuang, Karau Kuala District, South Barito Regency.”** Supervised by **Mr. Muhamad Arsyad, S.Pd.I., M.AP.** as Supervisor I, and Mrs. **Nida Urahmah, M.Pd.** as Supervisor II.

Health services are one of the most essential forms of public service in improving the level of community health. However, several issues are still found in their implementation, such as limited medical equipment, insufficient drug supply, and unstable internet network. This research aims to determine the quality of general polyclinic services at UPTD Puskesmas Bangkuang, Karau Kuala District, South Barito Regency, as well as the influencing factors.

This study employed a qualitative approach with a descriptive type. Data collection techniques included observation, interviews, and documentation. Informants were selected using purposive sampling, totaling 13 people. Data were analyzed through data reduction, data presentation, and conclusion drawing. Data credibility was tested through prolonged engagement, increased persistence, triangulation, and member checking.

The results of the study indicate that the quality of health services at UPTD Puskesmas Bangkuang, Karau Kuala District, South Barito Regency is good. The indicator of clarity of information is good, delivered clearly. The indicator of expertise according to field is good, staff participate in training. The indicator of adequate knowledge is good, carrying out duties based on understanding. The indicator of friendliness toward patients is good, without discriminating among patients. The indicator of respect for patients is good, patients are served fairly. The indicator of honesty in providing services is good, in accordance with the patient's condition. The indicator of consistency in service is good, implemented regularly. The indicator of compliance with procedures is good, carried out according to the established flow. The indicator of willingness to serve is good, staff are ready to provide services. The indicator of maintaining patient privacy is good, patient information is kept confidential. The indicator of security assurance is good, the environment is well managed. The indicator of understanding patient needs is good, staff understand patient complaints. The indicator of personal attention is good, services are provided according to patient needs. The indicator of ease of obtaining services is fairly good, online registration is available although network disruptions occur. The indicator of effective communication media is fairly good, using online systems but less effective for the elderly. The indicator of reputation is fairly good, professional although SOP is not yet available. The indicator of responsiveness is fairly good, not yet consistent and SOP is not yet available. The indicator of cleanliness/neatness of health facilities is fairly good, although waste is still found. The indicator of timeliness in service is less good, as staff delays occur. The indicator of availability of facilities is less good, as some equipment is still incomplete. Supporting factors include the ability of staff to provide information, the competence of health workers, and polite and respectful attitudes toward patients. Inhibiting factors include limited medical equipment and delays in service delivery.

It is recommended that the Head of UPTD Puskesmas Bangkuang add and update the limited medical equipment and improve internet network access so that services remain smooth and are not hampered during registration. It is also recommended that all staff of UPTD Puskesmas Bangkuang improve discipline by arriving on time according to the established schedule and develop clear SOPs as guidelines for service implementation.