ABSTRAK

MUJAWWADAH, NPM: 2022539, Judul: "KUALITAS PELAYANAN KESEHATAN PUSKESMAS PASUNGKAN KECAMATAN DAHA UTARA KABUPATEN HULU SUNGAI SELATAN." Di bawah bimbingan Bapak Barkatullah, S.Sos., M.A. selaku Pembimbing I dan Bapak Jamil Rifani, S.Sos., MM. selaku Pembimbing II.

Puskesmas Pasungkan memiliki peran penting dalam memenuhi kebutuhan kesehatan masyarakat Kecamatan Daha Utara. Observasi awal menunjukkan kendala berupa ruang tunggu sempit, keterbatasan peralatan medis, sistem pendaftaran manual, dan minimnya tenaga medis pada jam tertentu. Kondisi ini menyebabkan antrean panjang serta waktu tunggu pelayanan yang lama. Penelitian ini bertujuan mengetahui kualitas pelayanan kesehatan dan faktor-faktor yang memengaruhinya.

Penelitian ini menggunakan data primer dari 14 orang informan melalui teknik snowball sampling serta data sekunder. Pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Proses analisis interaktif meliputi reduksi, penyajian, dan verifikasi data. Terakhir, uji kredibilitas dilakukan melalui perpanjangan pengamatan, ketekunan, triangulasi, kasus negatif, referensi, dan member check.

Hasil penelitian menunjukkan bahwa kualitas pelayanan kesehatan di Puskesmas Pasungkan Kecamatan Daha Utara Kabupaten Hulu Sungai Selatan secara keseluruhan cukup baik. Hal ini dilihat dari lima dimensi utama. Pertama, dimensi bukti fisik (*tangibles*) pada kebersihan fasilitas dan kelayakan alat kesehatan dinilai baik, sedangkan penampilan petugas dan kenyamanan ruang pelayanan cukup baik karena ruang tunggu terbatas dan fasilitas masih terbatas. Kedua, dimensi keandalan (*reliability*) dinilai cukup baik karena pelayanan sesuai prosedur, namun sistem pendaftaran manual, keterbatasan loket dan tenaga medis menyebabkan waktu pelayanan lebih lama. Ketiga, dimensi ketanggapan (*responsiveness*) cukup baik karena petugas berusaha merespons keluhan, tetapi tingginya jumlah pasien dan keterbatasan tenaga menyebabkan antrean panjang dan waktu tunggu. Keempat, dimensi jaminan (*assurance*) dinilai baik karena petugas kompeten, profesional, serta memberikan pelayanan sesuai prosedur dan informasi yang jelas sehingga pasien merasa aman. Kelima, dimensi empati (*empathy*) cukup baik pada sikap ramah dan peduli, sedangkan kesediaan mendengarkan keluhan dinilai baik. Kondisi tersebut terutama terlihat pada jam sibuk ketika jumlah kunjungan meningkat dan beban kerja petugas bertambah secara signifikan setiap hari. Faktor pendukung meliputi kompetensi dan sikap petugas, sedangkan faktor penghambat meliputi keterbatasan sumber daya manusia, ruang tunggu, sarana, serta sistem administrasi manual.

Untuk meningkatkan kualitas pelayanan, disarankan kepada Kepala Puskesmas Pasungkan agar melakukan penataan jadwal dinas petugas pada jam puncak, merancang tata ruang tunggu, serta melakukan transisi pendaftaran manual menuju digital. Kepada tenaga kesehatan dan petugas lapangan disarankan untuk konsisten menjaga keramahan pelayanan serta komunikatif dalam memberikan informasi estimasi waktu tunggu secara jujur guna meminimalisasi ketegangan pasien di ruang antrean.

Kata Kunci : Kualitas Pelayanan. Puskesmas Pasungkan, Fasilitas Kesehatan

ABSTRACT

MUJAWWADAH, NPM: 2022539, Title: "THE QUALITY OF HEALTH SERVICES AT THE PASUNGKAN COMMUNITY HEALTH CENTER IN DAHA UTARA DISTRICT, HULU SUNGAI SELATAN REGENCY." Under the guidance of Mr. Barkatullah, S.Sos., M.A. as Supervisor I and Mr. Jamil Rifani, S.Sos., MM. as Supervisor II.

The Pasungkan Community Health Center plays a vital role in meeting the health needs of the Daha Utara District community. Initial observations revealed challenges such as a narrow waiting room, limited medical equipment, a manual registration system, and a lack of medical personnel at certain hours. These conditions lead to long queues and long waiting times for services. This study aims to determine the quality of health services and the factors influencing it.

This study used primary data from 14 informants through purposive sampling and secondary data. Data collection was conducted through observation, interviews, and documentation. The interactive analysis process included data reduction, presentation, and verification. Finally, credibility testing was conducted through extended observation, diligence, triangulation, negative cases, referrals, and member checking.

Research findings indicate that the overall quality of healthcare services at the Pasungkan Community Health Center (Puskesmas) in North Daha District, Hulu Sungai Selatan Regency, is quite good. This assessment is based on five key dimensions. First, regarding the tangibles dimension, facility cleanliness and the adequacy of medical equipment were rated as good, whereas staff appearance and service area comfort were rated as merely "quite good" due to limited waiting room space and facilities. Second, the reliability dimension was rated as quite good because services adhered to established procedures; however, the use of a manual registration system, along with a limited number of service counters and medical personnel, resulted in longer service times. Third, the responsiveness dimension was rated as quite good, as staff made efforts to address complaints; nevertheless, high patient volumes and staffing limitations led to long queues and extended waiting times. Fourth, the assurance dimension was rated as good because the staff were competent and professional, providing services according to procedure and offering clear information, which instilled a sense of security in patients. Fifth, the empathy dimension was rated as quite good regarding the staff's friendly and caring attitude, while their willingness to listen to complaints was rated as good. These conditions were particularly evident during peak hours, when patient visits increased and staff workloads rose significantly on a daily basis. Supporting factors included staff competence and attitude, while inhibiting factors included limitations regarding human resources, waiting room space, facilities, and the manual administrative system.

To improve service quality, the Head of the Pasungkan Community Health Center is advised to organize staff work schedules during peak hours, design the waiting room layout, and transition from manual to digital registration. Healthcare workers and field staff are advised to consistently maintain friendly service and communicate honestly by providing estimated wait times to minimize patient stress in the queue.

Keywords: *Service Quality, Pasungkan Community Health Center, Health Facilities*