ABSTRAK

Muhammad Maki. NPM 2022421. 2026. Kualitas Pelayanan Posyandu Lansia Di Kecamatan Sungai Pandan Kabupaten Hulu Sungai Utara (Studi Kasus Posyandu Lansia Di Desa Teluk Mesjid Dan Desa Tatah Laban). Skripsi. Program Studi Administrasi Publik, Sekolah Tinggi Ilmu Administrasi Amuntai. Pembimbing: (I) **Dr. Jumaidi, S.Sos., M.AP**., (II) **Anna Maryati, S.Sos., M.AP**.

Posyandu Lansia sebagai bagian dari pelayanan publik di bidang kesehatan memiliki peran penting dalam menjaga dan meningkatkan derajat kesehatan lansia. Namun, pelaksanaannya di Kecamatan Sungai Pandan masih menghadapi permasalahan seperti rendahnya kehadiran lansia, keterbatasan sarana dan prasarana, serta sikap petugas yang belum sepenuhnya ramah dalam memberikan pelayanan.Penelitian ini bertujuan untuk mengetahui dan menganalisis kualitas pelayanan Posyandu Lansia serta mengidentifikasi faktor-faktor yang mempengaruhi kualitas pelayanan tersebut di Desa Teluk Mesjid dan Desa Tatah Laban, Kecamatan Sungai Pandan, Kabupaten Hulu Sungai Utara.

Penelitian ini menggunakan metode kualitatif dengan tipe deskriptif. Data diperoleh melalui observasi, wawancara, dan dokumentasi terhadap 15 informan yang dipilih menggunakan teknik *purposive sampling*, kemudian dianalisis dengan model interaktif *Miles* dan *Huberman* yang meliputi reduksi data, penyajian data, serta penarikan kesimpulan dan verifikasi. Kualitas pelayanan diukur menggunakan lima indikator, yaitu kompetensi, kredibilitas, keadilan, efisiensi, dan efektivitas.

Hasil penelitian menunjukkan bahwa kualitas pelayanan Posyandu Lansia di Desa Teluk Mesjid dan Desa Tatah Laban secara umum sudah cukup baik ditinjau dari kelima indikator tersebut. Petugas kesehatan dan kader posyandu cukup memahami tugasnya, pelayanan diberikan secara adil dan setara, berlangsung cukup cepat sesuai prosedur, dan informasi kesehatan disampaikan dengan bahasa yang mudah dipahami. Meskipun demikian, tingkat partisipasi lansia masih belum optimal akibat sejumlah faktor penghambat, antara lain kurangnya keramahan sebagian petugas, keterlambatan memulai pelayanan, rendahnya kesadaran masyarakat, kondisi kesehatan lansia yang menurun seiring usia, serta kurangnya dukungan keluarga dalam mengantar dan mendampingi lansia.

Berdasarkan hasil tersebut, maka disarankan agar petugas kesehatan dan kader posyandu meningkatkan keramahan serta kedisiplinan dalam pelayanan, petugas kesehatan dan pemerintah desa lebih aktif melakukan sosialisasi mengenai pentingnya pemeriksaan kesehatan secara rutin bagi lansia, serta keluarga turut mendukung dan mendampingi lansia mengikuti kegiatan posyandu lansia secara berkelanjutan.

ABSTRACT

Muhammad Maki. ***Student ID*** **2022421. 2026.** ***The Quality of Elderly Posyandu Services in Sungai Pandan Sub-District, Hulu Sungai Utara Regency (Case Study of Elderly Posyandu in Teluk Mesjid Village and Tatah Laban Village). Undergraduate Thesis. Public Administration Study Program, Amuntai College of Administrative Sciences.*** *Advisors*: (I) **Dr. Jumaidi, S.Sos., M.AP.,** (II) **Anna Maryati, S.Sos., M.AP.**

As part of public health services, Posyandu Lansia plays an important role in maintaining and improving the health status of the elderly. However, its implementation in Sungai Pandan Sub-district still faces problems such as low attendance among the elderly, limited facilities and infrastructure, and staff attitudes that are not yet fully friendly in delivering services.This study aims to determine and analyze the service quality of Posyandu Lansia and the factors influencing it in Teluk Mesjid Village and Tatah Laban Village, Sungai Pandan Sub-district, Hulu Sungai Utara Regency.

This research used a qualitative method of a descriptive type. Data were collected through observation, interviews, and documentation involving 15 informants selected through purposive sampling, then analyzed using the Miles and Huberman interactive model, consisting of data reduction, data display, and conclusion drawing/verification. Service quality was measured using five indicators: competence, credibility, fairness, efficiency, and effectiveness.

The results show that the service quality of Posyandu Lansia in Teluk Mesjid and Tatah Laban Villages is generally quite good when viewed from the five indicators used. Health workers and posyandu cadres sufficiently understand their duties, services are provided fairly and equally, run reasonably quickly in accordance with procedures, and health information is delivered in easily understood language. Nevertheless, the level of elderly participation remains suboptimal due to inhibiting factors such as a lack of friendliness among some staff, tardiness in starting services, low community awareness, declining health conditions among the elderly as they age, and insufficient family support in accompanying them.

Based on these results, It is recommended that health workers and posyandu cadres improve their friendliness and discipline in delivering services, that the local health center and village government conduct more active community outreach on the importance of routine health check-ups for the elderly. and that families continue supporting and accompanying the elderly in Posyandu Lansia activities on an ongoing basis