

**FAKULTAS ILMU KESEHATAN
UNIVERSITAS SILIWANGI
TASIKMALAYA
PROGRAM STUDI KESEHATAN MASYARAKAT
PEMINATAN ADMINISTRASI KEBIJAKAN KESEHATAN
2024**

ABSTRAK

RIFA FAHRIANI

**GAMBARAN MUTU PELAYANAN KESEHATAN DI PUSKESMAS
PANUMBANGAN**

Upaya penguatan pelayanan kesehatan primer (*primary health care*) merupakan salah satu pilar utama dalam agenda transformasi sistem kesehatan nasional melalui sistem akreditasi Puskesmas. Di Indonesia, keluhan pasien yang timbul akibat pemberian pelayanan kesehatan memfokuskan pada bagaimana penyedia layanan menanganinya. Penelitian ini bertujuan untuk mengetahui bagaimana gambaran mutu pelayanan kesehatan di Puskesmas Panumbangan. Metode penelitian menggunakan penelitian deskriptif kuantitatif. Sampel penelitian ini yaitu 81 orang pengunjung puskesmas yang telah mendapatkan pelayanan. Teknik pengambilan sampel pada penelitian ini adalah *purposive sampling*. Hasil penelitian menunjukan bahwa dimensi Tangibles (95%), Reliability (84%), Responsiveness (88,9%), Assurance (90,1%), dan Emphaty (85,2). Mutu pelayanan kesehatan Puskesmas Panumbangan sudah sesuai dengan semua variabel penelitian dalam kategori baik, disarankan kepada pihak Puskesmas Panumbangan untuk mempertahankan mutu pelayanan kesehatan yang telah diberikan kepada masyarakat.

Kata Kunci: Mutu Pelayanan, Pelayanan Kesehatan
Kepustakaan: 2005-2022

**FACULTY OF HEALTH SCIENCES
SILIWANGI UNIVERSITY
TASIKMALAYA
PUBLIC HEALTH STUDY PROGRAM
SPECIALIZATION IN HEALTH POLICY ADMINISTRATION
2024**

ABSTRACT

RIFA FAHRIANI

***DESCRIPTION OF THE QUALITY OF HEALTH SERVICES AT THE
PANUMBANGAN HEALTH CENTER***

Efforts to strengthen primary health care are one of the main pillars in the national health system transformation agenda through the Puskesmas accreditation system. In Indonesia, patient complaints arising from the provision of health services focus on how service providers handle them. This study aims to determine how the quality of health services at the Panumbangan Health Center is described. The research method used quantitative descriptive research. The sample of this study was 81 health center visitors who had received services. The sampling technique in this study was purposive sampling. The results showed that the dimensions of Tangibles (95%), Reliability (84%), Responsiveness (88.9%), Assurance (90.1%), and Emphaty (85.2). The quality of Panumbangan Health Center health services is in accordance with all research variables in the good category, it is recommended that the Panumbangan Health Center maintain the quality of health services that have been provided to the community.

Keywords: Quality of Service, Health Services

Literature: 2005-2022