

## ABSTRAK

Gambaran Kualitas Pelayanan Kesehatan Pada Pasien Peserta JKN di Puskesmas. Liana Lulu Fauziah (2021). Laporan Tugas Akhir Studi Literatur *Literature Review*. Program Studi D3 Asuransi Kesehatan. Politeknik Kesehatan Kemenkes Malang. Penguji Dr. Moh. Wildan, A. Per.Pen, M.Pd. Pembimbing AA Istri Citra Dewiyani, SKM, MARS

**Latar Belakang :** Program JKN akan berjalan maksimal jika diiringi kualitas pelayanan kesehatan yang baik oleh penyedia layanan kesehatan. Seringkali masih banyak keluhan masyarakat Indonesia (pasien peserta JKN) terkait pelayanan kesehatan yang diberikan oleh puskesmas. **Metode :** Studi ini dilakukan untuk mengetahui gambaran kualitas pelayanan kesehatan pada pasien peserta JKN di puskesmas. Dengan menggunakan *keyword* (kualitas pelayanan kesehatan pada pasien peserta JKN di puskesmas). Dilakukan seleksi melalui judul dan abstrak mendapatkan 6 artikel diambil dari data base *GoogleScholar* dengan memerhatikan *PICOS framework*, kemudian artikel dianalisis satu persatu. **Hasil :** Kualitas pelayanan kesehatan di puskesmas dilihat dari lima dimensi menunjukkan : *Tangibles* (Bukti Fisik) sebagian besar sarana prasarana sudah memadai. Walaupun, beberapa puskesmas kondisinya masih kurang baik seperti ruang tunggu sempit, serta kurangnya persediaan obat-obatan. *Responsiveness* (Daya Tanggap) sebagian besar pegawai puskesmas cepat tanggap. Namun, terdapat puskesmas masih lambat di pendaftaran. *Reliability* (Kemampuan) hasilnya puas, pegawai puskesmas sudah memberikan pelayanan tepat waktu. *Assurance* (Jaminan) seluruhnya puas bahwa pegawai puskesmas sudah memberikan perlindungan jaminan pelayanan, dan *Empathy* (Empati) pegawai puskesmas sudah bersikap tegas, tetapi penuh perhatian. **Kesimpulan :** Gambaran kualitas pelayanan kesehatan dilihat dari lima dimensi meliputi : *Tangibles* (Bukti Fisik), *Responsiveness* (Daya tanggap), *Reliability* (Kemampuan), *Assurance* (Jaminan), dan *Empathy* (Empati) menunjukkan gambaran kualitas pelayanan kesehatan pada pasien peserta JKN di puskesmas mendapatkan pelayanan yang memuaskan, walaupun ada beberapa puskesmas masih memiliki kekurangan.

**Kata Kunci :** Kualitas Pelayanan Kesehatan, Lima Dimensi, dan Pasien Peserta JKN

## **ABSTRACT**

*Description of The Quality Of Health Services To JKN Participants Patients in Public Health Center. Liana Lulu Fauziah (2021). Final Report Study Literature Review. D3 Health Insurance Program Study, Department of Applied Health, Health Polytechnic of the Ministry of Health Malang. Examiner Dr. Moh. Wildan, A. Per.Pen, M.Pd. Advisor AA Istri Citra Dewiyani, SKM, MARS*

**Background :** *The JKN program will run optimally if it is accompanied by good quality health services by health service providers. Often there are still many complaints from the Indonesian people (JKN participant patients) related to the health services provided by the health centers. **Methods :** This study was conducted to describe the quality of health services for JKN participant patients at puskesmas. By using keywords (quality of health services for JKN participant patients at puskesmas). A selection was made through the title and abstract to get 6 articles taken from the GoogleScholar data base. The selection was taken by paying attention to the PICOS framework, then the articles were analyzed one by one. **Results :** The quality of health services, seen from five dimensions, shows: Tangibles, most of the facilities and infrastructure at the puskesmas are adequate. Although, some puskesmas are still in poor condition, such as narrow waiting rooms, and lack of supplies of medicines. Responsiveness most of the puskesmas staff are quick to respond. However, there are health centers that are still slow, especially in registration. Reliability results show that the health center employees are satisfied that they provide services on time. Assurance all of them show satisfaction that puskesmas employees have provided good protection and service guarantees, and Empathy that puskesmas employees are assertive, but attentive. **Conclusion :** An overview of the quality of health services seen from five dimensions includes: Tangibles, Responsiveness, Reliability, Assurance, and Empathy showing a picture of the quality of health services for JKN participant patients at the puskesmas to get services which is satisfactory, although there are several puskesmas that still have shortcomings.*

**Keywords :** *Quality of Health Services, Five Dimensions, and JKN Participant Patients.*