

ABSTRAK

Gambaran Kualitas Pelayanan Kesehatan Bagi Peserta JKN di Puskesmas Candi Sidoarjo, Aprillia Sandra Etika, Laporan Tugas Akhir, Prodi D3 Asuransi Kesehatan, Jurusan Rekam Medis dan Informasi Kesehatan, Poltekkes Kemenkes Malang, Pembimbing Ngesti W. Utami, S.Kp, M.Pd, Penguji Bernadus Rudy Sunindya, MPH

Latar Belakang: Kualitas pelayanan merupakan suatu bentuk penilaian konsumen (pasien) terhadap tingkat pelayanan yang diberikan pada tingkat kesempurnaan pelayanan kesehatan dalam memenuhi kebutuhan dan tuntutan setiap pasien. Hasil observasi awal wawancara kepada pasien peserta JKN di Puskesmas Candi Sidoarjo dengan hasil 5 dari 15 pasien mengatakan cukup baik dengan pelayanan Puskesmas Candi Sidoarjo. Untuk pasien peserta JKN 10 dari 15 pasien mengatakan baik dengan pelayanan di Puskesmas Candi Sidoarjo.

Tujuan: Penelitian ini bertujuan untuk adalah mengetahui Kualitas Pelayanan Kesehatan berdasarkan penilaian peserta JKN di Puskesmas Candi Sidoarjo. **Metode:** Penelitian ini menggunakan metode penelitian Kuantitatif. Teknik mengumpulkan data yaitu menggunakan kuesioner. **Hasil:** Hasil menunjukkan bahwa kualitas pelayanan bagi peserta JKN di Puskesmas Candi Sidoarjo dengan nilai 86%, sedangkan masing-masing dimensi yaitu dimensi Reliability diperoleh sebanyak 100 orang (100.0%) yang merasa baik, dimensi Responsiveness diperoleh sebanyak 99 orang (99.0%), dimensi Empathy diperoleh 100 orang (100.0%) yang merasa baik, dimensi Assurance diperoleh 91 orang (91.0%) yang merasa baik, dimensi Tangible diperoleh sebanyak 96 orang (96.0%). **Kesimpulan :** Hasil penelitian menunjukkan bahwa tingkat kualitas pelayanan kesehatan bagi peserta JKN di Puskesmas Candi Sidoarjo dalam 5 dimensi *Reliability, Responsiveness, Empathy, Assurance dan Tangible* memiliki kategori baik sebanyak 86 responden, dan kategori kurang baik sebanyak 14 orang.

Kata Kunci : JKN Kesehatan, Kualitas Pelayanan

ABSTRACT

Overview of the Quality of Health Services for JKN Participants at Candi Sidoarjo Health Center, Aprillia Sandra Etika, Final Project Report, D3 Health Insurance Study Program, Department of Medical Records and Health Information, Poltekkes Kemenkes Malang, Supervisor Ngesti W. Utami, S.Kp, M.Pd, Examiner Bernadus Rudy Sunindya, MPH.

Background: Service quality is a form of consumer (patient) assessment of the level of service provided at the level of perfection of health services in meeting the needs and demands of each patient. The results of preliminary observations of interviews with JKN participant patients at the Candi Sidoarjo Health Center with the results of 5 out of 15 patients said they were not good with the services of the Candi Sidoarjo Health Center. For JKN participant patients 10 out of 15 patients said it was good with services at the Candi Sidoarjo Health Center.

Objective: This study aims to determine the Quality of Health Services based on the assessment of JKN participants at the Candi Sidoarjo Health Center. **Methods:** This study used Quantitative research methods. The technique of collecting data is using a questionnaire.

Results: The results showed that the quality of service for JKN participants at the Candi Sidoarjo Health Center was 86%, while each dimension, namely the Reliability dimension obtained as many as 100 people (100.0%) who felt good, the Responsiveness dimension obtained as many as 99 people (99.0%), the Empathy dimension obtained 100 people (100.0%) who felt good, the Assurance dimension obtained 91 people (91.0%) who felt good, the Tangible dimension obtained as many as 96 people (96.0%). **Conclusion:** The results showed that the level of quality of health services for JKN participants at the Candi Sidoarjo Health Center in 5 dimensions of Reliability, Responsiveness, Empathy, Assurance and Tangible had a good category of 86 respondents, and a poor category of 14 people.

Keywords: JKN Health, Service Quality