

## ABSTRAK

**Husaini Alawiyah.** Kualitas Pelayanan Di Puskesmas Karya Mulya Kelurahan Sungai Bangkok Kecamatan Pontianak Kota. **Skripsi : Program Studi Ilmu Administrasi Publik Fakultas Ilmu Sosial Dan Ilmu Politik Universitas Tanjungpura. Pontianak 2022.**

Penulisan skripsi ini dimaksudkan untuk mendeskripsikan proses kualitas pelayanan masyarakat yang dilaksanakan di Puskesmas Karya Mulya Kelurahan Sungai Bangkok Kecamatan Pontianak Kota. Judul Skripsi ini diangkat berdasarkan permasalahan yang terjadi terkait dalam pelayanan yang diberikan Puskesmas kepada pasien yaitu kondisi fasilitas bangunan Puskesmas yang kurang nyaman dan masih relatif lama waktu pelayanan di Loker Pendaftaran. Penelitian ini menggunakan jenis penelitian deskriptif dengan pendekatan kualitatif. Tujuan penelitian ini adalah untuk mendeskripsikan dan menganalisis kualitas publik di Puskesmas Karya Mulya Pontianak. Dalam penelitian ini, peneliti menggunakan teori Zeitzmal dkk, tentang dimensi mutu pelayanan. Teori kualitas pelayanan publik tersebut dipengaruhi oleh indikator Berwujud (*Tangibles*), Ketanggapan (*responsiveness*), Keandalan (*reliability*), Jaminan (*assurance*), serta Empati (*empathy*). Berdasarkan wawancara dan hasil observasi bahwa kualitas pelayanan yang diberikan petugas belum memenuhi harapan. Hasil penelitian ini menunjukkan kurang maksimal kualitas pelayanan di Puskesmas Karya Mulya. Puskesmas membuat aplikasi untuk penyimpanan dokumen-dokumen puskesmas agar kedepannya dokumen tersebut tersusun rapi dan juga data dokumen lebih aman, menambahkan Ac di ruang tunggu, dan membuat kegiatan pelatihan pegawai setiap bulan agar pegawai lebih kompeten dalam melayani. Selanjutnya puskesmas membuat pengaduan melalui sosial media agar disaat pasien kurang direspon ataupun merasakan pelayanan kurang maksimal puskesmas dapat bertindak dengan tegas agar dokter Puskesmas karya mulya lebih mendahulukan kepentingan pasien dari kepentingan yang lain agar masyarakat/pasien puas akan pelayanan tersebut.

**Kata Kunci : Kualitas, Pelayanan , Puskesmas**

## ABSTRACT

### THE SERVICE QUALITY AT THE KARYA MULYA PUBLIC HEALTH CENTER OF SUNGAI BANGKONG SUBDISTRICT OF PONTIANAK KOTA DISTRICT

This study aimed to describe the process of service quality to the community as well as describe and analyze the public quality at the Karya Mulya Public Health Center of Sungai Bangkong Subdistrict of Pontianak Kota District. The title of this study was based on the problem that happened in the service given by the Public Health Center to the patients namely the condition of the Public Health Center building facilities that were less comfortable and the relatively long service time at the Registration Counter. This study also used the descriptive research design with a qualitative approach. This study also used the theory of Zeitzmal *et. al.* about the dimensions of service quality. The theory of public service quality was influenced by Tangibles, Responsiveness, Reliability, Assurance, and Empathy indicators. Based on interviews and observation results that the quality of services provided by officers had not met expectations. The results of this study showed that the service quality was not optimal at the Karya Mulya Public Health Center. The Public Health Center made an application to store Public Health Center's documents so that in the future these documents would be neatly arranged and also document data would be safer, added air conditioning in the waiting room, and held employee training activities every month so that employees were more competent in serving. Furthermore, the Public Health Center made complaints through social media so that when patients did not respond or felt that the service was not optimal, the Public Health Center could act decisively so that the doctors of Karya Mulya Public Health Center prioritized the interests of patients over other interests so that the community/patients were satisfied with the service.

**Keywords:** Quality, Service, Public Health Center.

