

ABSTRAK

FAKULTAS ILMU SOSIAL DAN ILMU POLITIK

PROGRAM STUDI ADMINISTRASI PUBLIK

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JAMILATUS SARIFAH

KUALITAS PELAYANAN PADA BALAI BESAR PELATIHAN KESEHATAN

KEMENTERIAN REPUBLIK INDONESIA CILANDAK

Penelitian ini merupakan penelitian kualitatif yang bertujuan untuk menggambarkan Kualitas Pelayanan Penyelenggaraan Pelatihan Kesehatan Kanker Oleh Balai Besar Pelatihan Kesehatan Kementerian Ri serta untuk mendeskripsikan dan menganalisis faktor-faktor penghambat serta pendukung fasilitator dalam melayani peserta pelatihan di Balai Besar Pelatihan Kesehatan. Pelayanan kesehatan adalah kegiatan atau rangkaian kegiatan dalam rangka pemenuhan kebutuhan pelayanan sesuai dengan peraturan perundang undangan bagi setiap fasilitator dan peserta pelatihan dan/atau pelayanan administratif yang disediakan oleh penyelenggara pelayanan kesehatan. Penelitian ini menggunakan teori kualitas pelayanan kesehatan menurut Kotler dalam Fendy Tjibtono (2016:284) yaitu *Assurance* (jaminan) *Empthy* (empati) *Realibility* (kehandalan) *Responiveness* (daya tanggap) *Tangible* (tampilan fisik), Kuantitas ketepatan waktu, efektivitas, kemandirian dan kometmen kerja, analisis data penelitian bersifat deskriptif.

Hasil penelitian secara sempurna. Pada indikator *realinility*, belum berjalan dengan sempurna, seperti keahlian petugas dalam menggunakan fasilitas pendukung dalam proses pelayanan. Pada indikator *responsive* seluruh petugas yang melakukan pelayanan pelatihan kesehatan tergolong responsif terhadap peserta pelatihan. Indikator *Assurance* di balai besar pelatihan kesehatan sangat ditentukan dari performance (kinerja) pelayanan kesehatan. Indikator *Tangible* berupa penampilan aparatur saat melakukan pelayanan, kenyamanan tepat saat pelayanan berlangsung. Indikator *Empathy* mendahulukan kepentingan peserta pelatihan, melayani dengan sikap ramah, sopan, santun, petugas tidak melakukan diskriminatif serta mampu menghargai peserta pelatihan.

Kata kunci : Pelayanan, pelatihan kesehatan.

Refrensi : 15 Buku 10 Buku

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ABSTRAK

FACULTY SCOCIAL SCIENCE AND POLITICAL SCIENCE

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QUALITY OF SERVICES AT THE HEALTH TRAINING CENTER OF THE MINISTRY OF THE REPUBLIC OF INDONESIA CILANDAK

This research is aqualitative research that aims to describe the Quality of Service Delivery of Cancer Health Training by the Ministry of Health Training Center of the Republic of Indonesia as well as to describe and analyze the inhibiting and supporting factors of facilitators in serving training participants at the Health Training Center. Health services are activities or a series of activities in the context of fulfilling service needs in accordance with statutory regulations for each facilitator and training participant and/or administrative services provided by health service providers. This study uses the theory of quality of health services according to Kotler in Fendy Tjibtono (2016: 284), namely Assurance (guarantee) Emphthy (empathy) Reliability (reliability) Responsiveness (responsiveness) Tangible (physical appearance), Quantity timeliness, effectiveness, independence and commitment work, analysis of research data is descriptive. Perfect research results. In terms of realism indicators, it has not worked perfectly, such as the skills of officers in using supporting facilities in the service process. On the responsive indicator, all officers who carry out health training services are classified as responsive to training participants. Assurance indicators in health training centers are very much determined by the performance of health services. Tangible indicators in the form of the appearance of the apparatus when carrying out services, comfort right when the service takes place. The Empathy Indicator puts the interests of training participants first, serves in a friendly, courteous and courteous manner, officers do not discriminate and are able to respect training participants.

Keywords : **Services, health training**
References : **15 books 10 journals**
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