

## **ANALISIS RENDAHNYA KUNJUNGAN POLI UMUM, POLI KIA/KB DAN POLI GIGI PUSKESMAS PULAU TELO KABUPATEN KAPUAS**

### **S U W O N O T O**

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### **ABSTRAK**

Salah satu fungsi Puskesmas adalah sebagai pusat untuk memberikan pelayanan kesehatan secara menyeluruh, terpadu dan bermutu kepada masyarakat dalam rangka memelihara dan melindungi kesehatan masyarakat. Kebutuhan individu untuk memanfaatkan layanan kesehatan dipengaruhi secara langsung oleh variabel psikologi (selera, persepsi sehat-sakit, harapan, persepsi terhadap provider), karakteristik individu (umur,jenis kelamin). Faktor yang tidak langsung adalah faktor sosio-ekonomi dan budaya. Penelitian ini dilakukan untuk menganalisis rendahnya kunjungan pasien umum di Puskesmas Pulau Telo.

Penelitian ini merupakan penelitian observasional atau survey analitik. Penelitian dilakukan terhadap 47 orang pasien yang berkunjung ke Poli Umum, Poli KIA/KB, Poli Gigi Puskesmas Pulau Telo. Variabel yang diteliti adalah karakteristik pasien, kebutuhan dan harapan pelayanan, persepsi sehat sakit, mutu pelayanan Puskesmas, motivasi, jarak dan transportasi.

Ditemukan ketidakpuasan pasien pada jam mulai pelayanan dan perhatian petugas dalam memberikan pelayanan kesehatan. Kebutuhan dan harapan pasien terhadap pelayanan dokter dan dokter gigi belum terpenuhi. Persepsi pasien tentang sakit sebagian besar karena capek kerja dan kuman, pasien mengobati sendiri penyakitnya sebelum ke Puskesmas. Motif utama pasien berobat ke Puskesmas Pulau Telo karena jarak yang dekat.

Kesimpulan yang dapat ditarik dari penelitian ini adalah rendahnya kunjungan Poli Umum, Poli KIA/KB, Poli Gigi Puskesmas Pulau Telo disebabkan karena adanya ketidakpuasan pasien terhadap atribut mutu Puskesmas, jam buka pelayanan, ketidaktersediaan dokter di Poli Umum dan Dokter gigi di Poli Gigi. Motif berobat ke Puskesmas karena jarak yang dekat.

Kata kunci: Karakteristik pasien, Persepsi sehat-sakit, Mutu layanan Puskesmas.

## ABSTRACT

One of Puskesmas (Health Center) functions is as the center for giving the comprehensive, integrated and qualified health service for society in order to maintain and protect the public health. The individual need to utilize the health service is influenced directly by psychology variables (desire, perception of health-sickness, hope, perception of provider), and individual characteristics (age, gender). The indirect factors are socio-economic and culture factors. This research was conducted to analyze the low patient visit in Pulau Telo Health Center.

The research was an observational or analytic research. It was conducted on 47 patients who visited Clinic, Mother and Child Health/Family Planning Clinic, and Dental Clinic of Puskesmas Pulau Telo. The observed variables were characteristics of patient, need and demand of service, perception of health-sickness, service quality of health center, distance and transportation.

There was patient unsatisfactory toward the time of beginning service and the officials in giving health service. The need and demand of patients toward the service of doctors and dentists were not fulfilled yet. According to patients' perception, exhaustion and microbe mostly caused the sickness, and they cured their sickness before going to Health Center. The main motive they went to Pulau Telo Health Center was the close distance reason.

It could be concluded from the research that the low visit to Clinic, Mother and Child Health/Family Planning Clinic, and Dental Clinic of Pulau Telo Health Center was caused by the patient unsatisfactory toward the quality attribute of the Health Center, the time of beginning service, unavailability of doctors in Clinic and dentists in Dental Clinic. The close distance was the patient's motive to go to Pulau Telo Health Center.

*Keywords:* Characteristics of patient, Perception of health-sickness, Service Quality of Health Center.