

**TESIS**

**STRATEGI PENINGKATAN KUALITAS PELAYANAN PESERTA ASKES  
MELALUI ANALISIS PENILAIAN DAN HARAPAN PASIEN ASKES  
DI RSU HAJI SURABAYA**



**MISDAN SURYATMOKO**

**PROGRAM PASCASARJANA  
UNIVERSITAS AIRLANGGA  
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**Untuk memperoleh Gelar Magister  
Dalam Program Studi Ilmu Administrasi dan Kebijakan Kesehatan  
Minat Studi Manajemen Pelayanan Kesehatan  
Pada Program Pascasarjana Universitas Airlangga**



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2003**

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PADA TANGGAL, 19 Agustus 2003

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## Abstract

RSU Haji Surabaya is East Java Province asset, which status has been increased into the same level as institution, has to prepare itself to become a hospital that able to finance its own operational activities, by forming *central business unit* which later will become the input sources of the hospital, such as in patient Installation.

The purpose of this research was arranging a strategy to increase the quality of patient service of ASKES ( Social Health Insurance for office government) and access through the evaluation of patient hopes in RSU Haji Surabaya, toward human resources, health service package, facilities and tools, administration procedure and service procedures. The design of this research is analytic observational, which survey is done through interview and questionnaires.

By using Quota Sampling, the number of respondent were 100 of ASKES patients. The research was conducted on Juni and July, 2003. Analysis by descriptive analysis in order to get the evaluation idea and patient hope, and matrix diagram analysis is used to determine the priority of patient service in RSU Haji Surabaya.

The result of the research, there was an arrangement strategy to increase patient access toward quality service through the evaluation matrix analysis and hope of the variables above. It is resulted factors that included in one quadrant, the most important quadrant, therefore the patient really hoping this attributes, but hospital's implementation is not good enough and there should be handling priority from the hospital management. The factors in this quadrant are : (1)nurse skill, (2)complete medication tool and pharmacy availability, (3) complete evaluation of medical support, (4)clean and comfortable nursing room and bathroom, (5)administration procedure easiness, (6)patient easiness in contact of making an appointment with doctor, (7)doctor precision in visiting their patients.

Keyword : Quality Improvement, Social Health Insurance and hospital Care management