

ANALISA KEPUASAN PASIEN TERHADAP KUALITAS PELAYANAN DI LABORATORIUM RUMAH SAKIT UMUM DAERAH ULIN BANJARMASIN

Sayyidah Napisah¹, H. M. Uhaib As'ad², Beni Akhmad³

¹Ilmu Administasi Publik, 63201, FISIP, Uniska MAB, NPM.18120361

²Ilmu Administasi Publik, 63201, FISIP, Uniska MAB, NIDN.1106036001

³Ilmu Administasi Publik, 63201, FISIP, Uniska MAB, NIDN.110908920

Email: sayyidah.napisah2410@gmail.com

ABSTRACT

This study aims to determine the quality of service at the Ulin Banjarmasin Regional General Hospital Laboratory and to determine the inhibiting and supporting factors of service quality at the Ulin Banjarmasin Regional General Hospital Laboratory. The research method uses a qualitative approach by way of description in the form of words and language. Data were collected by interview, observation and documentation study. Data analysis uses three flow of activities that occur simultaneously, namely data condensation, data presentation and drawing conclusions. The results of the study indicate that it is still not going well because it is not in accordance with the handling in the field of human resources. While the factors that support health services at the Banjarmasin Ulin Regional General Hospital are human resources, medical equipment, and the availability of medicines (emergency) and the barrier to health services at the Banjarmasin Ulin Regional General Hospital is the availability of equipment in handling patients.

Keywords: Service Quality, Patient Satisfaction

DAFTAR PUSTAKA

Buku:

- Barata, Atep Adya. 2004. *Dasar-Dasar Pelayanan Prima: Persiapan membangun budaya pelayanan prima guna meningkatkan kepuasan dan loyalitas pelanggan*. Jakarta: PT Elex Media Komputindo.
- Daryanto dan Setyobudi Ismanto. 2017. *Pasien dan Pelayanan Prima*. Yogyakarta: Gava Media.
- Hardiyansyah. 2016. *Kualitas layanan Publik: Konsep, Dimensi, Indikator dan Implementasinya*. Yogyakarta: Penerbit Gava Media.
- Herlambang, Susatyo dan Arita Murwani. 2012. *Cara Mudah Memahami Manajemen Kesehatan dan Rumah Sakit*. Yogyakarta: Gosyen Publishing.
- Ismail, HM, Immanuel Yosua, M. Khoirul Anwar, Syamsud Dhuha. 2010. *Menuju Pelayanan Prima: Konsep dan Strategi Peningkatan Kualitas layanan Publik: Program Sekolah demokrasi bekerjasama dengan Averroes Press*.
- Keban, Yeremias T. 2008. *Enam Dimensi Strategis Administrasi Publik: Konsep, Teori dan Inovasi*. Yogyakarta: Gaya Media.
- Pasolong, Herbani. 2007. *Teori Administrasi Publik*. Bandung: Alfabeta.
- Prastowo, Andi. 2016. *Metodologi Studi Kualitatif (dalam perspektif Rancangan Studi)*. Yogyakarta: Arruz Media.
- Prasetyo dan Jannah. 2016. *Metode Studi Kuantitatif: Teori dan Aplikasi*. Jakarta: PT. Rajagrafindo Persada.
- Prof. Dr. Sugiyono. 2009. *Metode Studi Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Tjiptono, Fandy. 2005. *Total Quality Service*. Yogyakarta: C.V ANDI.

Jurnal:

DR. Dedi Mulyadi, S.E, MM, dkk. (2013, April). Analisis Manajemen Mutu Layanan kesehatan pada Rumah Sakit Islam Kerawang. Vol. 10 No.3, diunduh pada tanggal 27 Oktober 2014 pukul 21.00 WIB.

Internet :

<http://rsud.ulid.banjarmasin.go.id/v2013/main/page/detail/62>, diakses pada tanggal 20 Juni 2022