

ABSTRAK

Muhamad Bisri, 2014. Maklumat Pelayanan (*Citizen's Charter*) di RSUD Lasinrang Kabupaten Pinrang, dibimbing oleh Muhlis Madani dan Abdul Mahsyar.

Penelitian ini bertujuan mengetahui penerapan maklumat pelayanan (*Citizen's Charter*) dan kualitas pelayanan di RSUD Lasinrang Kabupaten Pinrang

Metode penelitian menggunakan pendekatan kualitatif dengan informan penelitian yang terdiri atas jajaran manajemen rumah sakit, staff, pasien, keluarga pasien serta anggota lembaga swadaya masyarakat sebanyak 26 orang. Data yang dikumpulkan dan ditunjang dengan berbagai argumentasi tinjauan pustaka, diolah serta dianalisis dengan menggunakan teknik kualitatif, dilengkapi dengan analisis data sekunder.

Hasil penelitian menunjukkan di RSUD Lasinrang Kabupaten Pinrang telah berupaya menerapkan maklumat pelayanan, ditandai dengan upaya sosialisasi, perbaikan standar pelayanan, peningkatan kenyamanan ruang pelayanan dan memfungsikan unit pengelolaan pengaduan. Implementasi maklumat pelayanan belum maksimal berupa kepastian waktu pelayanan pada poliklinik, kunjungan dokter, kebersihan dan kenyamanan ruang perawatan terutama di kelas tiga dan masih adanya biaya di luar ketentuan. Implementasi maklumat pelayanan yang cukup baik terjadi pada layanan loket pendaftaran, pelayanan pada Instalasi Gawat Darurat (IGD), kebersihan, dan kenyamanan lingkungan rumah sakit serta berfungsinya unit pengelolaan pengaduan.

Aspek kualitas layanan yang meningkat cukup signifikan adalah aspek *tangibles* /bukti langsung ditandai dengan gedung dan lingkungan rumah sakit yang bersih dan nyaman, *responsiveness*/daya tanggap ditandai dengan respons yang cepat terutama pada layanan loket pendaftaran dan UGD, juga aspek empati/perhatian ditandai dengan sikap petugas yang memberikan perhatian dengan baik pada pasien, baik di poliklinik maupun pada ruang-ruang perawatan.

Kata Kunci : Maklumat Pelayanan, Penerapan dan Kualitas Pelayanan

ABSTRACT

Muhamad Bisri, 2014. Citizen's Charter in Lasinrang District Hospital (RSUD Lasinrang), Pinrang District, Supervised by Muhlis Madani and Abdul Mahsyar

This study aims to observe/ to find out about the implementation of Citizen's Charter and quality of service in Lasinrang District Hospital.

Study method using qualitative approach with study informants consist of hospital management and staffs , patients and members of non-government organization as many as 26 people. Data was collected and supported with various literature reviews and analyzed using qualitative technique, complemented with secondary data analysis

This study shows that Lasinrang District Hospital, Pinrang District, has putting effort in implementing Citizen's Charter, proven by socialization efforts, improvement in standard services and functioning of complaints management unit. The implementation of Citizen's Charter which is still not maximum are punctual time of services in polyclinic, doctor visit, cleanliness and the comfort in inpatient ward, especially in third class ward and still extra cost outside provision . Good implementation of Citizen's Charter can be seen in registration unit, service in Emergency Department, cleanliness and comfort around hospital environment and also the functioning of complaints management unit.

Aspect of quality service which significantly improve are tangibles aspect/direct evidences such as clean and comfort hospital building and its environment, responsiveness shown by quick response especially in registration unit and emergency department, also empathy shown by health workers behavior who give good attention to patients both in polyclinics and inpatient wards.

Key Words : Citizen's Charter, implementation and quality of services