

ABSTRAK

ABDI. Etika Aparatur Birokrasi Pemerintahan dalam Pelayanan Publik (Studi Penerapan Kode Etik Kedokteran dalam Pelayanan Publik di RSUD Prof. dr. H. M. Anwar Makkatutu Kabupaten Bantaeng) (dibimbing oleh Juanda Nawawi, sebagai promotor, A. Mansyur Hamid dan Muhammad Rusdi, masing-masing sebagai kopromotor).

Tujuan penelitian ini adalah untuk; Untuk mengetahui dan menganalisis penerapan kode etik kedokteran dalam pemberian pelayanan publik di Rumah Sakit Umum Daerah Prof. dr. H. M. Anwar Makkatutu Kabupaten Bantaeng. Untuk mengidentifikasi dan menganalisis faktor pendukung penerapan kode etik kedokteran dalam pelayanan publik di Rumah Sakit Umum Daerah Prof. dr. H. M. Anwar Makkatutu Kabupaten Bantaeng.

Apabila dilihat dari segi tujuannya, penelitian ini merupakan jenis penelitian kualitatif, dengan menggunakan pendekatan kualitatif fenomenologis. Pengumpulan data dilakukan melalui; observasi, wawancara, dan dokumen. Informan penelitian meliputi; Direktur Rumah Sakit, Kepala Tata Usaha Rumah Sakit, Kepala Bidang Pelayanan, Dokter, Perawat, Masyarakat Pelanggan Rumah Sakit, Pasien, dan Pegawai Rumah Sakit yang menangani langsung pasien. Sedangkan analisis data dilakukan secara deskriptif kualitatif. Hasil penelitian menunjukkan bahwa; (1) Penerapan kode etik kedokteran di RSUD Anwar Makkatutu, konsisten dengan; ketaatan pada asas-asas umum, perilaku terhadap penderita, perilaku pada teman sejawat, dan perilaku pada diri sendiri. (2) Faktor pendukung kode etik kedokteran dalam pelayanan publik di RSUD Anwar Makkatutu adalah; a) kepemimpinan, b) budaya pelayanan, c) sumber daya; manusia, pembiayaan, sarana dan prasarana, dan teknologi informasi, d) kelembagaan instansi dan e) peraturan perundang-undangan yang berlaku, mencakup; asas, prinsip, dan standar pelayanan sebagai penyedia pelayanan.

ABSTRACT

ABDI. The Ethics of the Government Bureaucratics Apparatus in Public Service (The Study implementation of Docter Ethics in Public Service at Prof dr. H. M. Anwar Makkatutu local public hospital in Bantaeng District) (advised by Juanda Nawawi, as promotor, A Mansyur Hamid and Muhammad Rusdi, each as co-promotor).

The objectives of this research were to identify and to analyze the application of the docter's code ethics in providing public services at Prof. dr. H. M. Anwar Makkatutu local public hospital in Bantaeng District. Other objective was to identify and analyze the supporting factors in operating of the docter's code ethics in public services at Prof dr. H. M. Anwar Makkatutu local public hospital in Bantaeng District.

If seen from its objectives, this research is characterized as qualitative using phenomenal qualitative approach. Data collections were performed by observations, interviews, and documentations. The research informants included; the Head of Service Sector, medical doctors, nurses, community receiving hospital services, patients, and hospital staff directly handle the patients. Whereas the data analysis were performed by using descriptive qualitative.

Results of this research showed that:(1) The applications of doctor's code of ethics at RSUD Prof. dr. H. M. Anwar Makkatutu were consistent with obedience of general principles, behavior toward patients, behavior toward colleague, and toward themselves. (2) Supporting factors, applications of doctor's code of ethics at in public service at RSUD Prof. dr. H. M. Anwar Makkatutu include: a) leadership, b) service culture, c) resources such as manpower, financing, structure and infrastructure, and information technology, d) institutional agency, and e) applicable law, rules, and regulations consist of basis, principles and standard of service as service provider.