

ABSTRAK

YULISTIA SANUSI, 2020 "Pelayanan Kesehatan Masyarakat Miskin di Rumah Sakit Umum Daerah Kabupaten Poso". Di bimbing oleh A.Y Walenta dan Fitri Y. Alim

Kata Kunci: Pelayanan, Tepat, Cepat, Murah, Ramah.

Penelitian ini bertujuan untuk mengetahui bagaimana Pelayanan Kesehatan Masyarakat Miskin di Rumah Sakit Umum Daerah Kabupaten Poso. penelitian ini menggunakan dasar penelitian kualitatif dengan tipe penelitian deskriptif. penelitian ini menggunakan teori dari Idup Suhadi bahwa ada beberapa hal yang perlu diperhatikan dengan mutu pelayanan yaitu: Tepat, Cepat, Murah, Ramah. Tehnik pengumpulan data meliputi studi pustaka, observasi, wawancara, daftar pertanyaan dan dokumentasi. Dalam penentuan informan pada penelitian ini, peneliti menggunakan teknik purposive sampling. Analisi data yaitu analisi data kualitatif. Ada tiga tahap dalam aktivitas analisi data, yaitu reduksi data, penyajian data, dan penarikan kesimpulan.

Berdasarkan hasil penelitian dapat disimpulkan bahwa pelayanan kesehatan masyarakat miskin di Rumah Sakit Umum Daerah Kabupaten Poso pada indikator tepat, cepat, murah dan ramah sudah cukup baik. Dimana pegawai rumah sakit selalu tepat memberikan pelayanan, serta selalu cepat tanggap dalam melayani pasien. namun dalam segi murah, masih ada pasien yang masih dikenakan biaya. Dari segi ramah sudah cukup baik karena masih ada pegawai rumah sakit yang kurang ramah terhadap pasien.

ABSTRACT

YULISTIA SANUSI, 2020. "Health Services for the Poor at Regional General Hospital of Poso district. supervised by A.Y Walenta dan Fitri Y. Alim

Key Words : Service, Right, Fast, Cheap, Friendly.

This study aims to determine how the health services for the poor at the Poso Regional General Hospital. This study uses a qualitative research basis with descriptive research type. out how the Health Service of the poor in the Regional Hospital, Poso Regency. This study uses the basis of qualitative research with descriptive type of research. This study uses the theory from Idup Suhadi that there are several things that need to be considered with service quality, namely: Right, Fast, Cheap, Friendly. Data collection techniques include literature study, observation, interviews, questionnaires and documentation. In determining the informants in this study, researchers used a purposive sampling technique. Data analysis is qualitative data analysis. There are three stages in data analysis activities, namely data reduction, data presentation, and drawing conclusions.

Based on the result of the study, it can be concluded that the health services for the poor at the Regional General Hospital of Poso Regency on indicators of right, fast, cheap, and friendly are good enough. where hospital employees are always right to provide service, and are always responsive in serving patients, but in terms of cheapness there are still patients who are still charged. From a friendly perspective, it is good enough because there are still hospital staff who are less friendly to patients.