

## ABSTRAK

Mutu pelayanan kesehatan perlu di ukur untuk melihat bagaimana kinerja rumah sakit dalam memberikan pelayanan kesehatan kepada pasien. Oleh sebab itu, mengukur mutu pelayanan di Rumah Sakit sangat perlu untuk dilakukan. Tujuan dari penelitian ini untuk mengetahui gambaran mutu pelayanan poli spesialis anak di unit rawat jalan Rumah Sakit Brawijaya Duren Tiga Jakarta Selatan Tahun 2021. Berdasarkan data angka kunjungan pasien di poli spesialis anak adanya penurunan kunjungan pasien sebesar 1.275 pasien (1,3%) dengan jumlah keseluruhan angka kunjungan pasien pada tahun 2020 sebesar 9.503 pasien dan jumlah kunjungan pada tahun 2019 sebesar 10.778 pasien. Dalam penelitian terdapat dua variabel yang diantaranya yaitu variabel bebas (independen) adalah *reliability* (kehandalan), *responsiveness* (daya tanggap), *emphaty* (empati), *tangible* (bukti fisik), *assurance* (jaminan) dan variabel terikat (dependen) adalah mutu pelayanan. Jenis penelitian ini yaitu kuantitatif dengan desain *cross sectional*. Dalam penelitian ini, populasi yang digunakan adalah seluruh pasien yang datang ke poli spesialis anak pada bulan Juli 2021 sebanyak 476 pasien dan dilakukan di minggu ke 4. Teknik pengambilan sampel pada penelitian ini menggunakan rumus Paul Leedy sehingga didapatkan 100 responden. Dalam penentuan sampel, peneliti menggunakan *systematic random sampling*. Teknik pengambilan data yaitu menggunakan data primer. Analisis data yang digunakan yaitu analisis univariat. Hasil penelitian ini menunjukkan bahwa sebesar 85% mutu pelayanan kesehatan di poli spesialis anak Rumah Sakit Brawijaya Duren Tiga Jakarta Selatan sudah baik dengan hasil dari beberapa dimensi mutu yaitu *reliability* (kehandalan) 58% responden menyatakan baik, *responsiveness* (daya tanggap) 55% responden menyatakan baik, *emphaty* (empati) 72% responden menyatakan baik, *tangible* (bukti fisik) 81% responden menyatakan baik dan *assurance* (jaminan) 72% responden menyatakan baik. Saran untuk meningkatkan loyalitas dan kunjungan pasien yaitu pihak Rumah Sakit melakukan evaluasi rutin terhadap mutu pelayanan di poli spesialis anak terutama dalam hal daya tanggap dan kehandalan pada sumber daya manusianya.

**Kata kunci** : *Mutu Pelayanan, Reliability, Responsiveness, Tangible*

xi + 113 Halaman : 10 Tabel : 4 Gambar : 5 Lampiran  
Pustaka 41 (1985-2020)

## ABSTRACT

The quality of health services needs to be measured to see how the hospital's performance in providing health services to patients. Therefore, measuring the quality of service in hospitals is very necessary to do. The purpose of this study was to describe the quality of services in the pediatric polyclinic in the outpatient unit of Brawijaya Duren Tiga Hospital, South Jakarta in 2021. Based on the data on the number of patient visits at the pediatric polyclinic, there was a decrease in patient visits by 1,275 patients (1.3%) with a total of 1,275 patients (1.3%) The overall number of patient visits in 2020 was 9,503 patients and the number of visits in 2019 was 10,778 patients. In this study there are two variables, including the independent variable (independent) is *reliability* (reliability), *responsiveness* (responsiveness), *empathy* (empathy), *tangible* (physical evidence), *assurance* (guarantee) and the dependent variable (dependent) is service quality. This type of research is quantitative with a cross sectional design. In this study, the population used was all patients who came to the pediatric polyclinic in July 2021 as many as 476 patients and carried out in week 4. The sampling technique in this study used the Paul Leedy formula so that 100 respondents were obtained. In determining the sample, the researcher used systematic random sampling. The data collection technique is using primary data. The data analysis used is univariate analysis. The results of this study indicate that 85% of the quality of health services in the pediatric polyclinic of Brawijaya Duren Tiga Hospital, South Jakarta is good with the results of several quality dimensions, namely *reliability* (reliability) 58% of respondents stated good, *responsiveness* (responsiveness) 55% of respondents stated good, *empathy* (empathy) 72% of respondents said it was good, *tangible* (physical evidence) 81% of respondents said it was good and *assurance* (guarantee) 72% of respondents said it was good. Suggestions to increase patient loyalty and visits are that the hospital conducts regular evaluations of the quality of services in pediatric specialist polyclinics, especially in terms of responsiveness and reliability of their human resources.

**Keywords:** *Service Quality, Reliability, Responsiveness, Tangible*

xi + 113 Pages : 10 Tables : 4 Pictures : 5 attachment  
41 bibliography (1985-2020)