

**ANALYSIS OF THE QUALITY OF OUTPATIENT SERVICES MEDICAL
CHECK-UP TRAINING FOR SEAFARERS EXPERTISE AT SAMUDERA
BANTEN MAIN CLINIC IN 2023**

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ABSTRACT

The quality of MCU services at the Samudera Banten Main Clinic is considered not to meet patient expectations, because the level of quality of outpatient services for Medical Check Up training for seafarers' expertise at the Samudera Banten Main Clinic in 2023 is considered not good. This study aims to determine the quality of MCU outpatient services training for Seafarers at the Samudera Banten Main Clinic in 2023. The method used is a quantitative research method descriptive approach with a cross sectional design. This research will be conducted in May-August 2023. Primary data collection was carried out through google form digital questionnaires. The population in this study was all patients who carried out the MCU process of training the expertise (improvement) of seafarers Seafarers at the Main Clinic of Samudera Banten. The respondents of this study amounted to 296 people. Data analysis was performed using univariate analysis. The results showed that the level of expectation compared to the perception that there is still a gap -/negative, the results of the frequency distribution of MCU service gap scores using a 5-dimensional questionnaire Service Quality in the PS-ES category <0 became the highest frequency compared to other categories and included in quadrant A, namely the tangibles, reliability, assurance and emphaty dimensions. So the quality of service received is lower than expected, meaning (Unacceptable Quality / Expectations not met) the quality of service is perceived as poor and there is still a gap between patient expectations and perceptions. Researchers hope that clinics make improvements to attributes in the service dimension that still have gaps so that service quality can be improved.

Keywords : Quality, Medical Check Up, Servqual

Library : (2012 - 2023)

ABSTRAK

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Medical Check Up Diklat Keahlian Pelaut Di Klinik
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Kualitas pelayanan *MCU* di Klinik Utama Samudera Banten dinilai belum memenuhi harapan pasien, karena tingkat kualitas pelayanan pasien rawat jalan *Medical Check Up* diklat keahlian pelaut di Klinik Utama Samudera Banten Tahun 2023 dinilai kurang baik. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan pasien rawat jalan *MCU* diklat keahlian Pelaut di Klinik Utama Samudera Banten tahun 2023. Metode yang digunakan yaitu metode penelitian kuantitatif pendekatan deskriptif dengan desain *cross sectional*. Penelitian ini dilaksanakan pada bulan Mei-Agustus 2023. Pengumpulan data primer dilakukan melalui angket digital *google form*. Populasi pada penelitian ini adalah semua pasien yang melakukan proses *MCU* diklat keahlian (peningkatan) pelaut Pelaut di Klinik Utama Samudera Banten. Responden penelitian ini berjumlah sebanyak 296 orang. Analisis data dilakukan menggunakan analisis univariat. Hasil penelitian menunjukkan bahwa tingkat harapan dibandingkan dengan persepsi masih terdapat *gap -/negatif*, hasil distribusi frekuensi skor *Gap* pelayanan *MCU* dengan menggunakan kuesioner 5 dimensi *Service Quality* pada kategori PS – ES <0 menjadi frekuensi tertinggi dibandingkan kategori lain dan termasuk dalam kuadran A yaitu dimensi *tangibles*, *reliability*, *assurance* dan dimensi *emphaty*. Maka kualitas pelayanan yang diterima lebih rendah dari yang diharapkan artinya (*Unacceptable Quality/Expectations not met*) kualitas pelayanan dipersepsikan buruk dan masih terdapat *gap* antara harapan dan persepsi pasien. Peneliti berharap klinik melakukan perbaikan terhadap atribut pada dimensi pelayanan yang masih terdapat *gap* agar kualitas pelayanan dapat ditingkatkan.

Kata kunci : Kualitas, *Medical Check Up*, *Servqual*

Pustaka : (2012 - 2023)