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## **PERSEPSI MUTU PELAYANAN KESEHATAN PADA PASIEN RAWAT JALAN POLI KIA DI PUSKESMAS AMBARAWA**

### **ABSTRAK**

**Latar Belakang:** AKI dan AKB merupakan indikator yang dapat digunakan untuk melihat keberhasilan upaya pelayanan kesehatan. AKI dan AKB semakin meningkat di Indonesia dan pemerintah berupaya untuk menekan AKI dan AKB dengan meningkatkan kualitas pelayanan kesehatan ibu dan anak khususnya di Puskesmas. Dari hasil studi pendahuluan di Puskesmas Ambarawa didapatkan hasil bahwa ada penurunan kunjungan pasien pada poli KIA ditahun 2020–2021 sebanyak 395 pasien. Hasil wawancara mengenai persepsi mutu pelayanan pada 12 pasien 5 diantaranya menyatakan persepsi kurang baik yaitu: 2 pasien menyatakan bahwa waktu tunggu pemeriksaan relatif lama, waktu tunggu pengambilan obat relatif lama. 1 pasien menyatakan lahan parkir Puskesmas Ambarawa kurang memadai, 2 pasien lainnya menyatakan bahwa pelayanan pada poli KIA terkadang lama dan ruangan poli KIA menurut pasien kurang memadai dan sempit. Tujuannya untuk mengetahui persepsi mutu pelayanan kesehatan pada pasien rawat jalan di Puskesmas Ambarawa.

**Metode:** Jenis penelitian yang digunakan adalah deskriptif kuantitatif. Populasi penelitian pasien poli KIA tanggal 26 Desember 2022-9 Januari 2023. Sampel penelitian ini adalah pasien poli KIA Puskesmas Ambarawa sejumlah 65 responden. Teknik sampling yang digunakan adalah *accidental sampling*. Pengumpulan data menggunakan wawancara terstruktur menggunakan panduan kuisisioner. Analisis data univariat menggunakan persentase.

**Hasil:** analisis univariat menunjukkan bahwa gambaran persepsi mutu pelayanan di Puskesmas Ambarawa sudah baik sebanyak 70,8% dan persepsi mutu kurang baik sebanyak 29,2%.

**Simpulan:** Dari penelitian ini dapat ditarik kesimpulan bahwa mayoritas responden menyatakan persepsi mutu pelayanan kesehatan di Puskesmas Ambarawa baik.

**Kata Kunci:** Persepsi, Mutu Pelayanan, Puskesmas

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**PERCEPTIONS OF QUALITY OF HEALTH SERVICE IN OUTPATIENT PATIENTS  
OF KIA POLICE AT AMBARAWA HEALTH CENTER**

**ABSTRACT**

**Background:** MMR and IMR are indicators that can be used to see the success of health service efforts. MMR and IMR are increasing in Indonesia and the government is trying to suppress MMR and IMR by improving the quality of maternal and child health services, especially at the Puskesmas. From the results of a preliminary study at the Ambarawa Health Center, it was found that there was a decrease in patient visits to the MCH poly in 2020–2021 by 395 patients. The results of interviews regarding the perception of service quality in 12 patients, 5 of whom stated that the perception was not good, namely: 2 patients stated that the waiting time for examination was relatively long, the waiting time for taking the drug was relatively long. 1 patient stated that the parking area for the Ambarawa Health Center was inadequate, 2 other patients stated that services at the MCH polyclinic were sometimes long and according to the patients the MCH poly rooms were inadequate and cramped. The aim is to determine the perception of the quality of health services in outpatients at the Ambarawa Health Center.

**Method:** The type of research used is descriptive quantitative. The study population was patients at the MCH polyclinic on 26 December 2022-9 January 2023. The sample for this study was the MCH poly patients at the Ambarawa Health Center with a total of 65 respondents. The sampling technique used is accidental sampling. Data collection used structured interviews using a questionnaire guide. Univariate data analysis used percentages.

**Results:** univariate analysis showed that the picture of perceived quality of service at the Ambarawa Health Center was good by 70.8% and 29.2% of perceptions of poor quality.

**Conclusion:** From this study it can be concluded that the majority of respondents stated that the perception of the quality of health services at the Ambarawa Health Center was good.

**Keywords:** Perception, Service Quality, Health Center