

## **QUALITY ANALYSIS OF SERVICE IN DIAGNOSTIC POLY UPT EAST JAVA COMMUNITY HOSPITAL IN 2019**

### **ABSTRACT**

Quality of service is the core survival of a hospital. This study aims to identify the quality of health services in the UPT Diagnostic Clinic of the East Java Community Eye Hospital. This research was a quantitative descriptive study with cross sectional design and was carried out at the UPT Diagnostic Clinic of the East Java Community Eye Hospital. The study population of 466 people and obtained a sample of 80 respondents who were displayed by simple random sampling. The instrument used was a questionnaire that was shown to patients or their families with univariate analysis techniques (descriptive analysis). The results showed that the quality of health services at the UPT Diagnostic Clinic in East Java Community Eye Hospital was measured from the six dimensions, namely professionalism and skills with an achievement of 91.3%, good reputation and credibility with an achievement of the amount of 77.5% was good, attitudes and behavior with 72.5% achievements is good, accessibility and flexibility with 47.5% achievements are good, reliability and trustworthiness with 86.3% achievements are good, and service recovery with 85% achievements is good, and overall the quality of health services in the Diagnostic Poly is said to be of sufficient quality with an achievement of 56.25%. Therefore, it is expected to the hospital and all Diagnostic Staff of UPT East Java Community Eye Hospital so that the quality of service is further improved.

**Keywords :** service quality, hospital, diagnostic poly, RSMM

**ANALISIS KUALITAS PELAYANAN DI POLI DIAGNOSTIK UPT  
RUMAH SAKIT MATA MASYARAKAT JAWA TIMUR  
TAHUN 2019**

**ABSTRAK**

Kualitas pelayanan merupakan inti kelangsungan hidup sebuah rumah sakit. Penelitian ini bertujuan untuk mengidentifikasi kualitas pelayanan kesehatan di Poli Diagnostik UPT Rumah Sakit Mata Masyarakat Jawa Timur. Penelitian ini merupakan penelitian deskriptif kuantitatif dengan rancang bangun *cross sectional* dan di lakukan di Poli Diagnostik UPT Rumah Sakit Mata Masyarakat Jawa Timur. Populasi penelitian sebesar 466 orang dan di dapatkan sampel sebanyak 80 responden yang diampil secara *simpel random sampling*. Instrumen yang digunakan adalah kuisisioner yang ditunjukkan kepada pasien atau keluarga pasien dengan teknik analisis univariate (analisis deskriptif). Hasil penelitian menunjukkan kualitas pelayanan kesehatan di Poli Diagnostik UPT Rumah Sakit Mata Masyarakat Jawa Timur diukur dari keenam dimensi yaitu profesionalism and skill dengan capaian jumlah 91,3% sudah baik, reputation and creadibility dengan capaian jumlah 77,5% sudah baik, attitudes and behaviour dengan capaian jumlah 72,5% sudah baik, accessability and flexibility dengan capaian jumlah 47,5% sudah baik, reliability and trustworthhinnes dengan capaian jumlah 86,3% sudah baik, dan service recorvery dengan capaian jumlah 85% sudah baik, dan secara keseluruhan kualitas pelayanan kesehatan di Poli Diagnostik dikatakan cukup berkualitas dengan capaian 56,25%. Oleh karena itu diharapkan kepada pihak rumah sakit dan seluruh Staff Diagnostik UPT Rumah Sakit Mata Masyarakat Jawa Timur agar kualitas pelayanan lebih di tingkatkan lagi.

**Kata kunci** : kualitas pelayanan, rumah sakit, poli diagnostik, RSMM