

ABSTRAK

Puskesmas berperan sebagai Fasilitas Kesehatan Tingkat Pertama (FKTP) yang melakukan Upaya Kesehatan Masyarakat di tingkat Kabupaten/Kota. Puskesmas merupakan unit pelayanan kesehatan yang paling utama atau primer bagi masyarakat karena puskesmas yang harus berada paling depan dengan kesiapsiagaannya untuk memberikan pertolongan pertama kepada seluruh masyarakat setempat di wilayah kerjanya. Terdapat perbedaan hasil survey kepuasan masyarakat di Puskesmas Cinunuk dan Puskesmas Cileunyi yang menunjukkan bahwa masyarakat dinilai belum puas dengan pelayanan di puskesmas. Hal tersebut didukung oleh perbedaan jumlah tenaga kesehatan, jumlah penduduk, dan jumlah pengunjung, untuk membuktikan adanya perbedaan dalam kualitas pelayanan publik pada kedua puskesmas diperlukan penelitian lebih lanjut.

Penelitian ini bertujuan untuk mengetahui perbedaan kualitas pelayanan publik di Puskesmas Cinunuk dan Puskesmas Cileunyi. Penelitian ini merupakan studi komparatif dengan pendekatan kuantitatif. Data dikumpulkan dengan metode kuesioner yang dibagikan kepada para responden sebagai sampel. Sampel yang digunakan peneliti berjumlah 196 responden yang terdiri dari 98 responden dari Puskesmas Cinunuk dan 98 responden dari Puskesmas Cileunyi. Teknik analisa yang digunakan melalui uji normalitas, uji varians, dan uji T dua sampel.

Berdasarkan hasil penelitian yang dilakukan, diperoleh hasil uji validitas dan reliabilitas yang menunjukkan bahwa seluruh data yang diperoleh peneliti valid dan reliabel dengan nilai r tabel 0,1671. Hasil penelitian menunjukkan bahwa kualitas pelayanan di Puskesmas Cinunuk termasuk kategori Baik. Hal ini dapat dibuktikan dari nilai skor setiap indikator yaitu 3,1 sampai 3,25 dan masuk pada kategori puas dalam interval 2,5 – 3,25. Dan untuk kualitas pelayanan Puskesmas Cileunyi termasuk kategori Sangat Baik. Hal ini dibuktikan dari nilai skor setiap indikator yaitu 3,25 sampai 3,35 yang termasuk dalam kategori sangat puas terdapat pada interval 3,25 – 4. Berdasarkan hasil analisis uji t dua sampel (uji beda) menghasilkan nilai Sig (*2-tailed*) sebesar 0,049. Dikarenakan nilai sig tersebut $<0,05$ (lebih kecil dari 0,05) artinya hasil penelitian menunjukkan adanya perbedaan antara kualitas pelayanan di Puskesmas Cinunuk dan Puskesmas Cileunyi dengan nilai rata-rata kualitas pelayanan yang lebih tinggi di Puskesmas Cileunyi dengan nilai 66,37 dan nilai rata-rata kualitas pelayanan di Puskesmas Cinunuk sebesar 63,96 maka ($66,37 > 63,96$). Hal ini didukung oleh rata-rata jawaban responden di Puskesmas Cileunyi yang dipersepsikan dominan dengan jawaban sangat setuju. Artinya kualitas pelayanan yang diberikan oleh Puskesmas Cileunyi dinilai lebih tinggi jika dibandingkan dengan Puskesmas Cinunuk.

Kata Kunci: Pelayanan Publik, Kualitas Pelayanan Kesehatan, Puskesmas, Puskesmas Cinunuk, Puskesmas Cileunyi

ABSTRACT

The Community Health Center acts as a First Level Health Facility (FKTP) which carries out Public Health Efforts at the Regency/City level. The Puskesmas is the most important or primary health service unit for the community because the Puskesmas must be at the forefront of its readiness to provide first aid to all local communities in its working area. There were differences in the results of the community satisfaction survey at the Cinunuk Health Center and Cileunyi Health Center which showed that the community was considered not satisfied with the services at the health center. This is supported by differences in the number of health workers, population, and number of visitors. To prove that there are differences in the quality of public services at the two puskesmas, further research is needed.

This study aims to determine differences in the quality of public services at the Cinunuk Health Center and the Cileunyi Health Center. This research is a comparative study with a quantitative approach. Data was collected by the questionnaire method which was distributed to the respondents as a sample. The sample used by the researcher was 196 respondents consisting of 98 respondents from the Cinunuk Health Center and 98 respondents from the Cileunyi Health Center. The analysis technique used is the normality test, variance test, and two-sample T-test.

Based on the results of the research conducted, the results of the validity and reliability tests were obtained which showed that all data obtained by researchers was valid and reliable with an r table value of 0.1671. The results showed that the quality of service at the Cinunuk Health Center was in the Good category. This can be proven from the score of each indicator, which is 3.1 to 3.25 and is included in the satisfied category in the interval from 2.5 to 3.25. And for the quality of Cileunyi Health Center services, it is in the Very Good category. This is evidenced by the score of each indicator, which is 3.25 to 3.35, which is included in the very satisfied category at the interval 3.25 – 4. Based on the results of the two-sample t-test analysis (different test) it produces a Sig (2-tailed) value. of 0.049. Because the sig value is <0.05 (smaller than 0.05) it means that the results show that there is a difference between the quality of service at the Cinunuk Health Center and Cileunyi Health Center with an average value of higher service quality at the Cileunyi Health Center with a value of 66.37 and the average value of service quality at the Cinunuk Health Center is 63.96 then ($66.37 > 63.96$). This is supported by the average respondent's answer at the Cileunyi Health Center which is perceived as dominant with strongly agree answers. This means that the quality of services provided by the Cileunyi Health Center is considered higher when compared to the Cinunuk Health Center.

Keywords: *Public Services, Quality of Health Services, Health Centers, Cinunuk Health Centers, Cileunyi Health Centers*