

**FAKULTAS ILMU KEPERAWATAN DAN KESEHATAN
UNIVERSITAS MUHAMMADIYAH SEMARANG**

Skripsi, September 2020
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Studi Deskriptif Kuantitatif kualitas pelayanan keperawatan puskesmas pada pandemi
Covid-19

xiii +35 Halaman +5 Tabel +9 Lampiran + 2 Skema

ABSTRAK

Latar belakang: Kualitas pelayanan merupakan tingkat keunggulan yang dirancang dengan baik serta terkendali guna memenuhi harapan para pengguna jasa. Kualitas pelayanan kesehatan dalam bidang keperawatan sangat mempengaruhi kepuasan masyarakat khususnya pada bidang pelayanan puskesmas. Puskesmas memiliki peran penting dalam penanganan pandemi covid-19. Kualitas diukur dalam lima dimensi mutu yaitu *tangible*, *reability*, *responsiveness*, *assurance*, dan *empathy*. **Tujuan penelitian:** untuk mengetahui gambaran kualitas pelayanan keperawatan pada masa pandemi covid-19 di desa Brabo. **Metode penelitian :** desain penelitian deskriptif kuantitatif menggunakan metode penelitian survey dengan instrument berupa kuesioner. Populasi dalam penelitian ini masyarakat desa Brabo sebanyak 70 sampel. Sample penelitian ini menggunakan *random sampling* dengan sampel 30 responden. Analisis data menggunakan *univariat*. Variabel tunggal untuk mengetahui kualitas pelayanan keperawatan pada masa pandemi covid-19 di desa Brabo Tanggunghajo Grobogan dalam bentuk distribusi frekuensi dan persentase. **Hasil penelitian:** variabel *Tangibles* (93,3%), *reability* (80%), *responsiveness* (80%), *assurance* (90%), *empathy* (90%). **Simpulan:** variabel kualitas pelayanan keperawatan dalam kategori baik pada variabel *Tangibles*, *assurance* dan *empathy*. **Saran:** perlu adanya peningkatan pelayanan keperawatan, seperti penerapan sop, penggunaan alat medis selama masa pandemi, mendengarkan keluhan pasien, penyelesaian keluhan pasien, serta perlu adanya peningkatan jaminan keamanan.

Kata kunci:kualitas pelayanan, dimensi kualitas.

**PROGRAM STUDY OF NURSING SCIENCE
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Quantitative Descriptive Study of the quality of health center nursing services in the
Covid-19 pandemic

xiii + 35 Pages + 5 Tables + 9 Appendices + 2 Schemes

ABSTRACT

Background: Quality of service a level of excellence that is well designed and controlled to meet the expectations of the users of services . The quality of health services in the field of nursing greatly affects the satisfaction of the community, especially in the field of health center services. Puskesmas have an important role in handling the covid-19 pandemic . Quality is measured in five quality dimensions, namely *tangible*, *reability*, *responsiveness*, *assurance*, and *empathy*. **research objective:** to describe the quality of nursing services during the Covid-19 pandemic in Brabo village. **Research method :** quantitative descriptive research essay using survey research methods with an instrument in the form of a questionnaire. The population in this study, the people of Brabo village as many as 70 samples . The research sample used *random sampling* with a sample of 30 respondents . Data analysis using *univariate*. Single variable to determine the quality of nursing services during the Covid-19 pandemic in the village of Brabo Tanggunghajo Grobogan in the form of frequency distribution and percentage. **Research Results :** variable *Tangibles* (93.3%), *reability* (80%), *responssivenes* (80%), *assurance* (90%), *empathy* (90%). **Conclusion:** the variable quality of nursing services in both categories in the variable *Tangibles*, *assurance* and *empathy*. **Suggestion:** need increase in nursing services, suchas application of the soup, use a tool of medical during past pandemics, listen complaints of patients, the sattlement of complaints of patients, as well as the necessary presence of p Enhancing guarantees of safety.
Words key : quality of service, quality dimensions .