## *ABSTRACT*

### *SERVICE QUALITY THROUGH CREATING THE PUBLIC SERVICE STANDARDS AT THE REGIONAL GENERAL HOSPITAL* (RSUD) *OF* BOLAANG MONGONDOW TIMUR *REGENCY*

*Author* : Wafiq Nurul Ayni
*Supervisor* : Muh. Syarif Ahmad

*Service Standards are benchmarks as guidelines for service delivery and reference for assessing service quality as obligations and promises of providers to the community. Based on the data from the Monitoring and Evaluation of Public Service Performance or* PEKPPP *of the Regional General Hospital* of Bolaang Mongondow Timur, *the indicators of the availability of Service Standards and community involvement in creating the Service Standards are still in the red zone and are in the sufficient category so that quality improvement must be carried out immediately.*

*The research approach used in this study is qualitative research. The process of data collection is through observation, interviews, documentation, and focus group discussions. This study tested the credibility of the data using triangulation techniques.*

*The results of this study created the public service standard documents with some service types, including (1) Registration counter services (2) Pharmacy services (3) Gynecology obstery polyclinic services which are used as a reference for the implementation of service delivery for the Regional Hospital of* Bolaang Mongondow Timur.



**Keywords:** *Public Service Standard, Service Quality, Hospital*


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