

ABSTRACT

CREATING THE SERVICE STANDARD DOCUMENTS IN PALLANGGA PUBLIC HEALTH CENTER

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A service standard is a benchmark which is applied as a guideline in providing a service. The service standard is also an assessment tool for service quality as the obligation and promise of the service provider to the people in order to provide a qualified, fast, easy and affordable service. There is a service in Pallangga Public Health Center (Puskesmas Pallangga) which does not have a service standard. Accordingly, creating a service standard is required to improve the service quality in Pallangga Public Health Center to make the people or service users feel comfortable and easy in accessing the service.

The creation of service standards applied interview, observation, and document review methods. It also applied to focus group discussions. The focus group discussion involved the Head of Administration (Kepala Tata Usaha), the Service Caretaker (Penanggung Jawab Pelayanan), and the Service Officers. After the focus group discussion, the service standard was created and signed by the Head of Pallangga Public Health Center. This service standard is used as the guideline for providing the service.

The output of this research is five service standards which include the service in the dentistry and oral polyclinic, service in the aged people polyclinic, service in the nutrition polyclinic, the referral service, and postnatal care checking service in Pallangga Public Health Center of Gowa Regency.

Keywords: Service Standard, Public Service, Pallangga Public Health Center

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