

RINGKASAN

Panti jompo adalah sebuah tempat dimana berkumpulnya orang-orang lanjut usia, baik secara sukarela ataupun diserahkan oleh pihak keluarga untuk diurus segala keperluannya. Sebuah sarana dimana lansia diberikan fasilitas, layanan 24 jam, jadwal aktivitas, dan hiburan yang dibutuhkan sesuai dengan kebutuhan lansia. Banyaknya jumlah penghuni panti yang berjumlah 100 orang sementara tidak dimbangi jumlah petugas yang memadai dapat menyebabkan sebagian penghuni tidak mendapatkan pelayanan setiap harinya. Tujuan penelitian adalah mengetahui tingkat Kualitas Pelayanan pada Panti Pelayanan Sosial Lanjut Usia Dewanata Kabupaten Cilacap.

Sasaran utama penelitian ini adalah pengguna layanan Panti Pelayanan Sosial Lanjut Usia Dewanata Kabupaten Cilacap. Teknik sampel yang digunakan adalah teknis sensus yaitu mengambil seluruh populasi sebagai sampel atau sebanyak 100 orang. Dalam penelitian ini penyajian data dapat dilakukan melalui tabel distribusi frekuensi.

Berdasarkan hasil analisis yang dilakukan pada 100 responden menunjukkan bahwa sebagian besar responden menyatakan kualitas pelayanan yang meliputi tangible, reliability, responsiveness, assurance dan empathy yang diberikan Panti Sosial Lanjut Usia Dewanata Kabupaten Cilacap sudah baik.

Dari hasil penelitian tentang kualitas di Panti Sosial Lanjut Usia Dewanata Kabupaten Cilacap, dapat diberikan implikasi yang dapat digunakan untuk meningkatkan pelayanan:

1. Melengkapi kebutuhan fisik yang dibutuhkan lansia seperti pegangan kamar mandi, peralatan kebersihan sehingga kondisi lebih terjaga serta memperbaiki berbagai kerusakan fisik agar penerima layanan lebih nyaman selama berada di panti.
2. Memberikan pelayanan sebaik mungkin kepada semua penerima layanan tanpa membedakan satu dengan lainnya mengingat kondisi masing-masing peneriman dalam kategori lansia sehingga membutuhkan banyak kesabaran.
3. Memberikan pelayanan dan mengajak komunikasi dengan semua penghuni panti karena memang salah satu kebutuhan lansia adalah diajak bercerita. Selain itu, hendaknya pegawai melakukannya bukan hanya karena alasan pekerjaan sehingga penghuni panti benar-benar merasa nyaman selama berada di Panti Sosial Lanjut Usia Dewanata Kabupaten Cilacap.

Kata kunci : kualitas pelayanan : assurance, empathy, reliability, responsiveness, dan tangible.

SUMMARY

Nursing home is a place where the gathering of elderly people, either voluntarily or handed over by the family to take care of all their needs. A facility where the elderly are provided with facilities, 24-hour service, activity schedules, and entertainment needed according to the needs of the elderly. The large number of nursing home residents numbering 100 people while not being accompanied by an adequate number of officers can cause some residents to not get services every day. The purpose of this study was to determine the level of service quality at the Aged Institution of Social Services at the Dewanata of Cilacap Regency.

The main target of this research is the users of the Cilataap District Social Service Institution. The sampling technique used is the census technique that is taking the entire population as a sample or as many as 100 people. In this study the presentation of data can be done through a frequency distribution table.

Based on the results of an analysis conducted on 100 respondents showed that the majority of respondents stated the quality of services which include tangible, reliability, responsiveness, assurance and empathy provided by the Cilacap Regency Dewanata of Elderly Social Institutions.

From the results of research on the quality of the Elderly Social Institution of the Cilacap Regency, there can be implications that can be used to improve services:

1. Completing the physical needs of the elderly such as bathroom handles, cleaning equipment so that conditions are better maintained and repairing various physical damage so that the recipient of the service is more comfortable while in the institution.
2. Providing the best possible service to all service recipients without differentiating from one another considering the condition of each recipient in the elderly category so that requires a lot of patience.
3. Providing services and inviting communication with all residents of the orphanage because one of the needs of the elderly is to be invited to tell stories. In addition, employees should do it not only because of work reasons so that the residents of the orphanage really feel comfortable while they are at the Cilacap Regency Dewanata of Elderly Social Institutions.

Keywords: service quality: assurance, empathy, reliability, responsiveness, and tangible.