

ABSTRAK

Penelitian ini bertujuan untuk mengetahui sejauh mana pelaksanaan pelayanan kesehatan oleh dokter ditinjau dari Undang-Undang Nomor 29 Tahun 2004 Tentang Praktik Kedokteran di Puskesmas Mangkubumi Tasikmalaya dan untuk mengetahui faktor-faktor yang mempengaruhi pelaksanaan pelayanan kesehatan oleh dokter di Puskesmas Mangkubumi Tasikmalaya.

Dalam mencapai tujuan tersebut, digunakan metode penelitian kualitatif dengan pendekatan yuridis sosiologis, dan untuk mendukung pendekatan tersebut digunakan metode survei lapangan, studi pustaka serta studi dokumenter dengan spesifikasi penelitian deskriptif. Penelitian ini mengambil lokasi di Puskesmas Mangkubumi Tasikmalaya. Penelitian ini menggunakan informan sebanyak 7 orang terdiri dari 2 orang dokter dan 5 orang pasien. Subyek penelitian ini menggunakan cara purposive sampling atau criterion based selection. Jenis dan sumber data meliputi data primer dan sekunder yang diperoleh dari wawancara, observasi dan

kepuustakaan. Kemudian, data yang terkumpul diolah dengan menggunakan metode reduksi data, display data dan kategorisasi data yang secara keseluruhan disajikan dengan secara naratif dan matriks data. Analisis untuk data kualitatif menggunakan metode analisis komparatif (analisis perbandingan) dan konten analisis (analisis isi). Teknik analisis yang digunakan adalah *teoritical interpretation* dimana data didialogkan dengan norma hukum, teori hukum dan doktrin-doktrin hukum.

Berdasarkan hasil penelitian yang dilakukan, diperoleh bahwa pelaksanaan pelayanan kesehatan oleh dokter di Puskesmas Mangkubumi Tasikmalaya terlaksana dengan baik. Hal ini dibuktikan dengan Hal ini dapat dibuktikan dengan indikator-indikator yakni mewawancarai pasien terlaksana dengan baik, memeriksa fisik dan mental pasien terlaksana dengan baik, menentukan pemeriksaan penunjang terlaksana dengan baik, menegakkan diagnosis terlaksana dengan baik, menentukan penatalaksanaan dan pengobatan pasien terlaksana dengan baik, melakukan tindakan kedokteran atau kedokteran gigi terlaksana dengan baik, menulis resep obat dan alat kesehatan terlaksana dengan baik, menerbitkan surat keterangan dokter atau dokter gigi terlaksana dengan baik. Selain itu, diperoleh pula faktor-faktor yang cenderung mempengaruhi pelaksanaan pelayanan kesehatan oleh dokter di Puskesmas Mangkubumi Tasikmalaya yaitu faktor hukumnya sendiri, faktor penegak hukum, faktor sarana dan fasilitas, faktor masyarakat dan faktor kebudayaan.

Kata Kunci : Pelaksanaan pelayanan, Hukum, Penegak Hukum, Sarana dan fasilitas, Masyarakat, Kebudayaan

Abstract

The aim of this research was to know further about the implementation of health services done by doctors observed from The Act No. 29 of 2004 about the medicine practices at Mangkubumi public health center, Tasikmalaya.

The researcher applied qualitative method in doing this research especially by applying the sociologically juridical approach. The researcher also applied the field survey method, literature study, and documentary study with the specification of descriptive research. The researcher chose Mangkubumi public health center in Tasikmalaya as the location of the research. There were seven informants in this research. Two of them were doctors and the others were patients. The research subject was done by applying purposive sampling method or criterion based selection. There were two types of data in this research namely primary data and secondary data that were obtained by doing interview, observing, and doing the literature study. After finishing that step, the gathered data were managed by applying data reduction method, data display, and data category that were entirely presented in narrative and data matrix. The

analyzing technique was done by applying theoretical interpretation which the data were compared to the norm of law, the theory of law, and the doctrine of law.

Based on the research, the researcher found that the implementation of health services done by doctors at Mangkubumi public health center located in Tasikmalaya were done very well. This result could be proved by considering some indicators such as interviewing the patients were done by doctors in a good way, investigating the patient's physical and mental health were done in a good way, deciding the supporting investigation was done very well, maintaining the diagnosis was done very well, determining the patient's implementation and medical treatment were done very well, doing the medicine and dental medicine acts were done in a good way, writing prescription and using medical tool were done very well, publishing the medical certificates was done well. Furthermore, the researcher found some factors that tend to affect the implementation of health services done by doctors at Mangkubumi public health center. Those factors were its own law factor, the law enforcer factor, the facilities factor, society factor, and cultural factor.

Key Words: Health Service, Medicine Practice, Doctor, Patient, Implementation.