

Abstrak

GAMBARAN KUALITAS PELAYANAN KESEHATAN PADA PROGRAM INTEGRASI LAYANAN PRIMER (ILP) BERDASARKAN PERSEPSI MASYARAKAT DI POSYANDU DESA KARANGMANGU KECAMATAN BATURRADEN

Indah Pangastuty, Asep Iskandar, Eva Rahayu

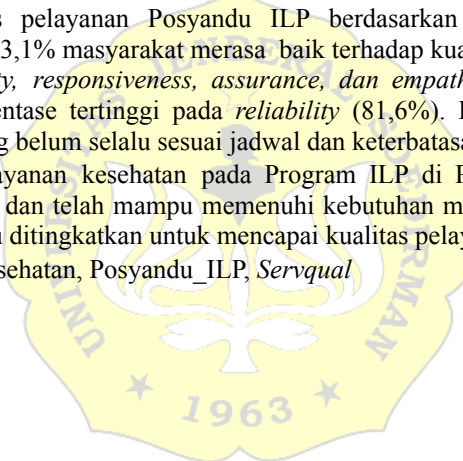
Latar Belakang: Program Integrasi Layanan Primer (ILP) merupakan upaya penguatan pelayanan kesehatan berbasis komunitas melalui penyediaan layanan yang lebih terstruktur, komprehensif, dan berkesinambungan. Namun, kajian mengenai kualitas pelayanan Posyandu ILP berdasarkan persepsi masyarakat masih terbatas. Penelitian ini bertujuan untuk mengetahui gambaran kualitas pelayanan kesehatan pada program Integrasi Layanan Primer (ILP) berdasarkan persepsi masyarakat di Posyandu Desa Karangmangu Kecamatan Baturraden

Metodologi: Penelitian ini menggunakan desain deskriptif kuantitatif dengan pendekatan *cross-sectional*. Sampel berjumlah 103 responden yang dipilih melalui teknik *stratified random sampling*. Data dikumpulkan menggunakan kuesioner demografi dan *servqual*, kemudian dianalisis secara univariat menggunakan distribusi frekuensi dan persentase.

Hasil Penelitian: Kualitas pelayanan Posyandu ILP berdasarkan persepsi masyarakat secara keseluruhan menunjukkan 63,1% masyarakat merasa baik terhadap kualitas pelayanan Posyandu ILP. Dimensi *tangible*, *reliability*, *responsiveness*, *assurance*, dan *empathy* masing-masing didominasi kategori baik dengan persentase tertinggi pada *reliability* (81,6%). Keluhan masyarakat terutama terkait waktu pelayanan yang belum selalu sesuai jadwal dan keterbatasan tenaga kader.

Kesimpulan: Kualitas pelayanan kesehatan pada Program ILP di Posyandu Desa Karangmangu berada dalam kategori baik dan telah mampu memenuhi kebutuhan masyarakat, meskipun beberapa aspek pelayanan masih perlu ditingkatkan untuk mencapai kualitas pelayanan yang optimal.

Kata Kunci: Pelayanan_Kesehatan, Posyandu_ILP, *Servqual*



Abstract

OVERVIEW OF THE QUALITY OF HEALTH SERVICES IN THE PRIMARY SERVICE INTEGRATION PROGRAM (ILP) BASED ON COMMUNITY PERCEPTION AT THE POSYANDU IN KARANGMANGU VILLAGE BATURRADEN DISTRICT

Indah Pangastuty, Asep Iskandar, Eva Rahayu

Background: The Primary Care Integration program is an effort to strengthen community-based health services through the provision of more structured, comprehensive, and sustainable services. However, studies on the quality of ILP Posyandu services based on community perceptions are still limited. This study aims to determine the quality of health services in the Primary Care Integration (PLC) program based on community perceptions at the Posyandu in Karangmangu Village, Baturraden District.

Methods: This study used a quantitative descriptive design with a cross-sectional approach. A sample of 103 respondents was selected using a stratified random sampling technique. Data were collected using a demographic questionnaire and Servqual, then analyzed univariately using frequency distributions and percentages.

Result: Overall public perception of the quality of ILP Posyandu services indicates that 63,1 % of the public perceives the quality of ILP Posyandu services favorably. The tangible, reliability, responsiveness, assurance, and empathy dimensions are all dominated by the good category, with the highest percentage being reliability (81,6%). Public complaints primarily relate to service times that do not always meet schedules and limited staffing.

Conclusion: The quality of health services in the ILP Program at the Karangmangu Village Integrated Health Post is in the good category and has been able to meet the needs of the community, although several aspects of service still need to be improved to achieve optimal service quality.

Keywords: Health_Service, Posyandu_ILP, Servqual

