ABSTRACT

RAMLI MAKMUR. Total quality management in BPJS patient's service at MM Dunda Limboto Hospital. Supervised by WIDYA KURNIATI MOHI as the I supervisor and DIAN FITRIANI KARIM as member.

The objective of research was to determine and analysis the total quality management of BPJS patient's service at MM Dunda Limboto Hospital. The research was a descriptive research with qualitative approach. According to Oakland theory (2011) namely, Commitment, Concistency, Competence, Contact, Communication, Credibility, Compassion, Courtesy, Cooperation, Capability Confidence, Criticsimn. However, related to the problem indicators, namely Commitment, Communication, Cooperation, Criticsimn. Based on the results of research and discussion related to indicator criticism in question, it was concluded from several informants that the hospital should better understand the situation in the hospital with the existence of a suggestion box, because which patient is thinking about that suggestion, it is better like the advice of the patient, by filling in a draft that was delivered directly by the officer to be filled in, thus the evaluation material was available and quickly knew the response from the patient but the patient was getting better.

Keywords: Management, Service

ABSTRAK

RAMLI MAKMUR. Total Quality Management Dalam Pelayanan Pasien BPJS Di Rumah Sakit MM Dunda Limboto. Dibawah bimbingan WIDYA KURNIATI MOHI sebagai Pembimbing I dan DIAN FITRIANI KARIM sebagai Pembimbing 2.

Penelitian ini bertujuan untuk mengetahui dan menganalisa bagaimana Total Quality Management Dalam Pelayanan Pasien BPJS Di Rumah Sakit MM Dunda Limboto. Penelitian ini termasuk jenis penelitian deksriptif dengan pendekatan kualitatif. Sesuai dengan teori Oakland (2011) yakni, *Commitment, Concistecy, Competence, Contact, Communication, Credibility, Compassion, Courtesy, Cooperation, Capability Confidence, Criticsimn*. Namun yang berkaitan dengan indikator permasalahan yakni Commitmen, Communication,, Cooperation, Criticsimn. Berdasarkan hasil penelitian dan pembahasan terkait dengan indicator *criticismn* (kritik) yang dimaksud disimpulkan dari beberapa informan bahwa pihak rumah sakit harus lebih memahami situasi di rumah sakit dengan adanya kotak saran, karena pasien mana ada yang lagi memikirkan saran itu, lebih baik seperti saran dari pasien dengan mengadakan pengisian draf yang diantar langsung oleh petugas untuk di isi agar bahan evaluasinya ada dan cepat mengetahui respon dari pasien tapi pasien yang sudah mulai membaik.

Kata kunci: Manajemen, Pelayanan