

ABSTRAK

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Persepsi Manajemen, Dokter Spesialis dan Bidan Tentang Proses Perencanaan Strategis Mutu Pelayanan di Ruang Persalinan RSUD Bendan Kota Pekalongan
xiii + 73 halaman + 12 tabel + 6 gambar

Persepsi manajemen, dokter spesialis dan bidan pada proses perencanaan strategis mutu pelayanan, alat kesehatan dan tenaga bidan serta tindakan persalinan di ruang persalinan belum sama. Jumlah dan jenis alat kesehatan yang ada di ruang persalinan belum sesuai dengan standar untuk RS tipe C, serta masih ditemukan tingginya angka tindakan seksio sesarea. Tujuan penelitian ini adalah menganalisis perbedaan persepsi manajemen, dokter spesialis dan bidan pada proses perencanaan strategis mutu sarana, tenaga, dan penentuan tindakan persalinan.

Penelitian ini menggunakan jenis penelitian observasional dengan metode pengumpulan data kualitatif dengan informan utama 5 orang dan 1 orang informan triangulasi. Analisis data menggunakan cara analisis isi.

Organisasi RSUD Bendan belum melibatkan seluruh karyawan RS dalam menentukan visi dan misi. Juga belum melibatkan dokter spesialis dan bidan dalam merencanakan sarana maupun tenaga. Kesimpulan : manajemen, dokter spesialis dan bidan belum mempunyai persepsi yang sama dalam proses perencanaan strategis mutu pelayanan di ruang persalinan. Saran : manajemen agar melibatkan para dokter spesialis dan bidan dalam proses perencanaan strategis mutu pelayanan di ruang persalinan sehingga mempunyai persepsi yang sama untuk meningkatkan mutu pelayanan di ruang persalinan.

Kata kunci : persepsi, proses perencanaan strategis, mutu pelayanan

Kepustakaan : 26, 1991 – 2009

ABSTRACT

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Analysis on Perception of Managers, Specialists Doctors and Midwives on Strategic Planning Process of Service Quality in the Maternity Rooms at Bendan Hospital Pekalongan

xii + 73 pages + 12 tables + 6 figures

Perception of management staffs, medical specialists and midwives on the strategic plan process of service quality, health instruments, midwives resource and delivery maneuver in the delivery room was not similar. The number of health instruments in the delivery room did not suit with the type C hospital standard. The number of caesarean section activity was still high. The study objective was to analyze perception difference of management staffs, medical specialists and midwives on the strategic plan process of the quality of facilities, human resource, and delivery maneuver determination.

This was an observational study. Qualitative data were collected from five informants and one triangulation informants. Content analysis was applied in the data analysis.

Organization of Bendan district general hospital (RSUD) had not involved all hospital staffs in the vision and mission determination. In addition, medical specialists and midwives had not been involved in facilities and human resource planning. In conclusion, medical specialists, and midwives have not had similar perception on the strategic plan process of service quality in the delivery room. Suggestions: hospital management may involve medical specialists and midwives in the strategic plan process of service quality in the delivery room in order to have similar perception to improve service quality in the delivery room.

Keywords : perception, strategic plan process, service quality

Bibliography : 26, 1991 - 2009