**Universitas Diponegoro**

**Fakultas Kesehatan Masyarakat**

**Program Studi Magister Ilmu Kesehatan Masyarakat**

**Konsentrasi Administrasi Rumah Sakit**

**2012**

**ABSTRAK**

**Alek Jusran**

**Analisis Manajemen Mutu Produk di Unit Protese RSUD Kelet Jepara**

**xiv+ 154 Halaman + 15 Tabel + 6 Gambar + 6 Lampiran**

Rumah Sakit Umum Daerah Kelet Jepara merupakan RS rujukan untuk pelayanan kusta di Jawa Tengah. Salah satunya untuk pelayanan protese bagi penderita kusta. Walaupun demikian masih ditemui pengembalian dan kerusakan protese yang menunjukkan adanya masalah mutu produk. Penelitian pendahuluan mendapatkan gambaran peningkatan volume produk protese 3 tahun terakhir, sebagian dikembalikan pengguna karena tidak nyaman, melukai pengguna, dan rusak. *Benchmarking* ke Rumah Sakit Kusta Sumberglagah menunjukkan perbedaan manajemen yang bermakna positif pada mutu produk.

Penelitian ini merupakan penelitian observasional, dengan pendekatan rancangan penelitian *cross sectional*. Subyek penelitian adalah 2 orang informan utama yang melaksanakan fungsi manajemen mutu produk di unit protese RSUD Kelet Jepara, satu orang informan triangulasi dari unit fisioterapi dan 6 orang informan triangulasi pengguna protese. Analisis data yang digunakan *content analysis* (analisa isi) dengan model interaktif yaitu pengumpulan data, reduksi data, menyajikan data dan menarik kesimpulan. Hasil penelitian menunjukkan input SDM yang kurang kompetensi, sarana prasarana gedung yang belum ada , dan SOP yang tidak lengkap. Proses mutu dan kepemimpinan mengandalkan supervisi pihak luar, output sandal MCR, sandal ulkus, dan kaki palsu yang masih kurang bermutu dalam hal fungsi utama, kenyamanan, kehandalan, dan daya tarik.

Saran untuk manajemen RSUD Kelet Jepara yang muncul dalam penelitian ini adalah peningkatan kompetensi SDM, pengadaaan bahan yang menjamin mutu bahan, gedung protese yang representatif, perencanaan, pengendalian, dan peningkatan mutu yang baik,kerja secara tim, dan peningkatan mutu produk protese yang diapresiasi oleh pengguna dalam hal fungsi utama, kenyamanan, kehandalan, dan daya tarik produk.

Kata kunci : Manajemen Mutu Produk, Protese, Dimensi Mutu

Kepustakaan : 36 (1996 – 2010)

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**Master’s Study Program in Public Health**

**Majoring in Hospital Administration**

**2012**

**ABSTRACT**

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**Analysis of Product Quality Management at Protese Unit of Kelet Public Hospital in Jepara**

**xiv + 115 pages + 15 tables + 6 figures + 6 appendices**

A Kelet Public Hospital in Jepara is a referral hospital for leprosy service in Central Java. Protese service is one kind of the provided services for leprosy patients. Notwithstanding, there were some problems such as protese return and damage due to a product quality. A previous study showed the increase of protese product volume in the past three years. A part of the products was returned by users due to inconvenience, injurious, and damage. Benchmarking to Sumberglagah Leprosy Hospital demonstrated the difference of management that was positively significant to product quality.

This was an observational study using cross-sectional approach. Research subjects consisted of two main informants who implemented management functions of product quality at protese unit of Kelet Public Hospital in Jepara. Meanwhile, informants for triangulation purpose consisted of one person from physiotherapy unit and six protese users. Data were analysed using a method of content analysis with an interactive model encompassed data collection, data reduction, data display, and conclusion drawing/verification. The results of this research showed that there was lack of competency for human resource input, no building facilities, and incomplete SOP. A process of quality and leadership depended on supervision from external sector. Meanwhile, as output, there was lack of quality for MCR and ulcer sandals, and peg leg particularly in terms of the main functions, convenience, reliability, and attractiveness.

As suggestions, the management of Kelet Public Hospital in Jepara needs to improve competency of human resource, provide best materials, establish a protese’s building, plan, control, improve quality, work as a team, and improve product quality of protese appreciated by users in terms of the main functions, convenience, reliability, and attractiveness of the products.

Keywords : Product Quality Management, Protese, Quality Dimension

Bibliography: 36 (1996-2010)