

ABSTRAK

Tujuan penelitian ini adalah untuk melihat hubungan mutu pelayanan dengan status akreditasi Puskesmas. Metode penelitian menggunakan *crosssectional study*. Data dikumpulkan menggunakan lembar kuesioner. Data yang terkumpul dianalisis dengan uji Chi-Square. Hasil penelitian diperoleh bahwa ada hubungan yang signifikan antara dimensi mutu pelayanan (*responsiveness, assurance, tangible, empathy, dan reliability*) dengan status akreditasi puskesmas. Simpulan penelitian ini adalah ada hubungan dimensi *responsiveness, assurance, tangible, empathy, dan reliability* dengan status akreditasi.

Kata Kunci: Mutu pelayan, puskesmas, akreditasi

ABSTRACT

The purpose of this study was to see the relationship between service quality and the accreditation status of the Health Center. The research method used a cross-sectional study. Data were collected using a questionnaire sheet. The collected data were analyzed using the Chi-Square test. The results of the study showed that there was a significant relationship between the dimensions of service quality (responsiveness, assurance, tangible, empathy, and reliability) with the accreditation status of the health center. The conclusion of this study is that there is a relationship between the dimensions of responsiveness, assurance, tangible, empathy, and reliability with accreditation status.

Keywords: Service quality, health center, accreditation