

## **ABSTRACT**

### **RELATIONSHIP OF WORKING DISCIPLINE WITH THE QUALITY OF HEALTH SERVICES AT PUSKESMAS PURI MOJOKERTO DISTRICT**

**By: DOBY OKTOVIAN ALFARIZI WIBOWO**

Work discipline can determine the quality of service in health service priorities. One form of service to the community, especially at the Puskesmas, is about work discipline or use of service time. This will cause problems if the use of "time is not right so that the service will be delayed and the health personnel are not maximized in the eyes of the community. The purpose of this study to analyze the relationship between work discipline and quality of health services at Puskesmas Puri Mojokerto. The research design used a correlational analytic research design using a cross sectional approach. The number of research samples of the UPT PUSKESMAS PURI employees was 50 employees using the total sampling technique. This research measuring tool using a questionnaire. The results showed that the discipline was very good and the quality of service was very good as many as 22 respondents (44%). And most of the respondents with very good discipline category were 27 respondents (54%). The results of the Spearman Rho test analysis found that there was a significant relationship between work discipline and the quality of health services at Puskesmas Puri, Mojokerto district with a correlation value of 0.087. This research is proven by the nurses who are always careful, thorough and check again after the work is done and are alert to clients who give criticism, the nurses are present according to the hours determined by the community health office.

**Keywords: Work Discipline, Service Quality.**



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## ABSTRAK

### HUBUNGAN DISIPLIN KERJA DENGAN KUALITAS PELAYANAN KESEHATAN DI PUSKESMAS PURI KABUPATEN MOJOKERTO

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Disiplin kerja dapat menentukan kualitas pelayanan dalam prioritas pelayanan kesehatan. Salah satu bentuk pelayanan kepada masyarakat khususnya di Puskesmas adalah tentang disiplin kerja atau penggunaan waktu pelayanan. Hal ini akan terjadi masalah jika penggunaan waktu menjadi kurang tepat sehingga pelayanan akan tertunda dan menggambarkan tenaga kesehatan belum maksimal di mata masyarakat. Tujuan penelitian ini menganalisis hubungan disiplin kerja dengan kualitas pelayanan kesehatan di Puskesmas Puri Mojokerto. Desain penelitian ini menggunakan desain penelitian analitik korelasional dengan menggunakan pendekatan *Cross Sectional*. Jumlah sampel penelitian pegawai UPT PUSKESMAS PURI dengan banyaknya 50 pegawai dengan teknik *Total Sampling*. Alat ukur penelitian ini menggunakan kuesioner. Hasil penelitian didapat disiplin sangat baik dan kualitas pelayanan sangat baik sebanyak 22 responden (44%). Dan sebagian besar responden dengan kategori disiplin sangat baik sebanyak 27 responden (54%) Hasil analisa uji *Spearman Rho* didapatkan ada hubungan yang signifikan antara disiplin kerja dengan kualitas pelayanan kesehatan di puskesmas Puri kabupaten Mojokerto dengan nilai korelasi 0,087. Penelitian ini dibuktikan dengan perawat selalu berhati-hati, teliti dan memeriksa kembali sesudah pekerjaan selesai serta waspada terhadap klien yang memberi kritikan, perawat hadir sesuai jam yang ditentukan pukesmas.

**Kata kunci : Disiplin kerja, Kualitas Pelayanan .**

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