

Abstract

MUHAMMADIYAH UNIVERSITY OF JEMBER

BACHELOR OF NURSING PROGRAM

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The Correlational of Health Service Quality and Elderly Liveliness to join Elderly's health service centre at Posyandu Melati 61 Manggisan Village, Tanggul Subdistrict, Jember District.

xv + 64 pages + 1 chart + 8 tables + 11 attachments

Abstract

Service quality is a way to serve, research purpose to prepare, manage, complete the needs, need of a person or group of people. The research design used is correlation with cross sectional approach, which aims to analyze the relationship of Health Service Quality With Elderly liveness to join Elderly's health service centre at Posyandu Melati 61 Manggisan Village, Tanggul Subdistrict, Jember Regency. The population in this study is all elderly who join elderly's health service centre at Posyandu Melati 61 Manggisan Village, Tanggul Subdistrict, Jember Regency that taken by probability sampling with random sampling technique. The result of the research shows that the quality of health service in the working area of Puskesmas Tanggul of Jember Regency has good quality and the elderly in the work area of Tanggul Puskesmas Jember mostly active in Elderly Posyandu program. Chi-square test results obtained p-value = 0.009 (<0.05), which means there is a Correlational of Health Service Quality and Elderly Liveliness to join Elderly's health service centre at Posyandu Melati 61 Manggisan Village, Tanggul Subdistrict, Jember District.. Quality of Health Service Affects Elderly liveness to join Elderly's health service centre.

Keywords: Quality of Health Service, Elderly liveness, Elderly.

References: 23 (2008-2015)

Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER

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Hubungan Kualitas Pelayanan Kesehatan Dengan Keaktifan Lansia Dalam Mengikuti Posyandu Lansia di Posyandu Melati 61 Desa Manggis Kecamatan Tanggul Kabupaten Jember.

xv + 64 hal + 1 bagan + 8 tabel + 11 lampiran

Abstrak

Kualitas layanan adalah cara melayani, membantu menyiapkan, mengurus, menyelesaikan keperluan, kebutuhan seseorang atau sekelompok orang. Desain penelitian yang digunakan yaitu korelasi dengan pendekatan *cross sectional*, yang bertujuan untuk menganalisis hubungan Kualitas Pelayanan Kesehatan dengan Keaktifan Lansia dalam mengikuti Posyandu Lansia di Posyandu Melati 61 Desa Manggis Kecamatan Tanggul Kabupaten Jember. Populasi pada penelitian ini adalah seluruh lansia yang mengikuti posyandu lansia di Posyandu Melati 61 Desa Manggis Kecamatan Tanggul Kabupaten Jember diambil secara *probability sampling* dengan teknik random sampling. Hasil penelitian didapatkan kualitas pelayanan kesehatan di wilayah kerja Puskesmas Tanggul Kabupaten Jember memiliki kualitas baik dan Lansia di wilayah kerja Puskesmas Tanggul Kabupaten Jember sebagian besar aktif mengikuti Posyandu Lansia. Hasil uji *chi square* didapatkan p-value = 0,009 (< 0.05), yang artinya ada hubungan Kualitas Pelayanan Kesehatan Dengan Keaktifan Lansia Dalam Mengikuti Posyandu Lansia di Wilayah Kerja Puskesmas Tanggul. Kualitas Pelayanan Kesehatan berpengaruh terhadap Keaktifan Lansia Dalam Mengikuti Posyandu Lansia.

Kata Kunci: Kualitas Pelayanan Kesehatan, Keaktifan lansia, Lansia.

Daftar Pustaka: 23 (2008-2015)