

## Hubungan antara kualitas pelayanan Medical Check Up (MCU) dengan tingkat pemenuhan harapan Pejabat Bank Indonesia (BI) tahun 2010

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### Abstrak

Tesis ini membahas tingkat pemenuhan harapan pejabat BI terhadap kualitas pelayanan MCU DPK YKKBI dan karakteristik yang mempengaruhinya. Penelitian bersifat survei observasional, pendekatan kuantitatif dengan desain cross sectional. Hasil Penelitian terhadap 97 responden, didapatkan frekuensi pemenuhan harapan tertinggi surat pemanggilan MCU 89,74%, terendah kenyamanan ruang tunggu 72,4%, untuk aspek sumber kualitas Gummesson didapatkan kualitas desain tertinggi 84,65%, terendah kualitas teknik 76,82%. Variabel karakteristik yang signifikan umur (p-value 0,003), pendidikan (p-value 0,014) satuan kerja (p-value 0,09), lama bekerja (p-value 0,011) pengetahuan MCU DPK (p-value 0,001). Dari persamaan model regresi didapatkan satuan kerja, lama bekerja dan pengetahuan pejabat dapat mempengaruhi tingkat pemenuhan harapan pejabat BI terhadap layanan MCU DPK YKKBI.

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The thesis discusses level of fulfillment expectation of BI officers towards the service quality of the MCU of DPK YKKBI and the influencing characteristics. Research is based on an observational survey, with a quantitative approach involving a cross sectional design. The result from 97 respondents found that for fulfillment expectation, the highest frequency was MCU invitation letter at 89.74%, the lowest was waiting area comfort. For Gummesson quality source aspect, the highest was design quality at 84.65%, the lowest was technical quality at 76.82%. Significant variable characteristics were age (p-value 0.003), education (p-value 0.014), workforce (p-value 0.09), length of work (p-value 0.011), and DPK knowledge of MCU (p-value 0.001). The regression model equation result was that workforce, length of work and officer's knowledge skills could influence the level of fulfillment expectation of BI officers towards the MCU quality of DPK YKKBI.