

**PERSEPSI IBU BALITA PENDERITA DIARE TENTANG KUALITAS  
PELAYANAN BALAI PENGOBATAN UMUM UNTUK PEMANFAATAN  
ULANG PUSKESMAS LAMPER TENGAH KOTA SEMARANG TAHUN  
2015**

**ANNISA DIAN NURWATI**

*Program Studi Kesehatan Masyarakat - S1, Fakultas  
Kesehatan, Universitas Dian Nuswantoro Semarang*

*URL : <http://dinus.ac.id/>*

*Email : 411201101299@mhs.dinus.ac.id*

**ABSTRAK**

Balai pengobatan umum puskesmas Lamper Tengah mempunyai peran penting dalam pelayanan pengobatan bagi balita penderita diare ini, karena masih banyak balita kembali lagi ke puskesmas untuk berobat, karena tidak cocok dengan obatnya, persediaan obat untuk diare dan sarana kesehatan bagi balita belum lengkap, Oleh karena itu persepsi Ibu balita penderita Diare mendeskripsikan tentang Kualitas Pelayanan Balai Pengobatan Umum untuk pemanfaatan ulang Puskesmas Lamper Tengah Kota Semarang tahun 2015.

Penelitian ini menggunakan metode Observasi dengan pendekatan Cross Sectional. Instrument penelitian menggunakan pedoman wawancara. Data primer maupun sekunder menggunakan pengolahan data, analisis, Sumber Data. Populasi penelitian ini berjumlah 27 Ibu dengan sampel berjumlah 8 Ibu balita.

Hasil penelitian menunjukkan bahwa ketersediaan sarana Balai Pengobatan Umum masih kurang lengkap, ketanggapan tenaga medis Balai Pengobatan Umum masih belum maksimal dalam pelayanan, akibatnya pasien kurang berminat untuk memanfaatkan ulang pelayanan yang terdapat di Balai Pengobatan Umum.

Puskesmas harus meningkatkan pelayanan dan menambah sarana kesehatan sesuai dengan jumlah balita yang berkunjung dengan cara kegiatan diluar Puskesmas seperti sosialisasi

Kata Kunci : Balai Pengobatan Umum, Persepsi Ibu, Balita Diare, tenaga medis , Pemanfaatan Ulang

**PERCEPTION OF MOTHERS OF CHILDREN SUFFERED DIARRHEA  
ON QUALITY OF GENERAL PUBLIC HEALTH TO REUTILIZATION OF  
PUBLIC HEALTH CENTER OF LAMPER TENGAH SEMARANG CITY  
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*URL : <http://dinus.ac.id/>*

*Email : 411201101299@mhs.dinus.ac.id*

**ABSTRACT**

General public health of Lamper primary health center Lamper has an important role in treatment services for infants with diarrhea. Of the 8 patients with diarrhea toddler Mother restate again to the clinic for treatment, because it does not fit with the medicine, supplies of drugs for diarrhea and health facilities for children is not yet complete. Therefore, the perception of people with diarrhea toddler's mother describes the Service Quality Medical Center Public Health Center for reutilization of Lamper PHC Semarang 2015.

This study was observation with cross sectional approach. The study instrument used interview guideline. Primary and secondary data processed and analyzed. The study population was 27 Mother with toddler Mother's with sample was 8.

The results showed that the availability of General Medical Center has incomplete, responsiveness General Medical Center for medical personnel has not maximized in service, as a result patients were less to reuse the service contained in the General Medical Center.

Health centers should improve services and increase health facilities in accordance with the number of children who visit the health clinic means outdoor activities such as socializing.

**Keyword** : Public clinics , Perception Mother, Toddler Diarrhea, Medical personal, Utilization repeat