

Evaluation Model Minimum Service Standards Pacitan Public Hospital in Providing Public Sector Service to the Community in the Pacitan Region, East Java

**Tetuko Rawidyo Putro
Riwi Sumantyo**

Sebelas Maret University

Abstract

Regional Public Hospital (RSUD) is a leading unit in providing public services such as health services to the community of Pacitan. The existence of hospitals in the quality of service is a reflection of the existence of a country, especially related services in the health sector. This study aims to develop a model evaluation of the quality of public services in the health sector. The health sector is a sector that is vital in determining the quality of the services to local community in Pacitan district area.

The method used in this research is the Qualitative Response Model (QRM) through Focus Group Discussion with the relevant parties, the management of hospitals, doctors, nurses, clerks and patients.

The results of this study are expected to be a complementary to the public sector, especially in the health sector so that services can be a comprehensive policy in formulating appropriate public policy primarily in the health care sector in public hospital in Pacitan district.

Keyword: Quality of Public Service, Health, RSUD Pacitan