

# PROPOSALS ON IMPROVING THE QUALITY USING FUZZY AND METHOD OF SERVICE QUALITY HEALTH CENTERS IN MOTHER AND CHILD POLRES JOMBANG

## Abstract

Maternal and Child Health Centres (maternity) Police Jombang Jombang is located in the heart of which is located on Jl. Wahid Hasyim 117 Jombang, where the Maternal and Child Health Centres (maternity) Police Jombang very strategic which is in front of the DPRD Kab. Jombang. Maternal and Child Health Centres (maternity) Police Jombang is faskes level I. Pelayananpun extremely limited, in addition to serving antenatal care, delivery normally, poly teeth, and the public. Shortage of maternity Jombang Police are no modern equipment to support the assessment of the patient, because the equipment was minimal.

The things of this kind deserve special attention from the health care, because this sort of thing will bring a great impact to the satisfaction of patients, then conducted research with the title: "The proposed Quality Improvement Services Approach Fuzzy and Method of Service Quality In Health Center Maternal and child Police Jombang, by assessing the results of the survey questionnaire given to patients with the final result of data was examined by using the value of membership in the fuzzy is used as the decision value of the service must be improved and also the advantages of the hall services of mother and child, so able to provide the best service to the community solution.

From the data processing is done using Fuzzy approaches and methods of service quality, it is known that the quality of service consisting of the dimensions of direct evidence (tangible) Gap amounted to 0.051418 in question Area Center for Service Women & Children are always clean and neat (ie. The floor was clean and neat stuff), reliability (reability) Gap amounted to 0.930851 on the question of Medical Costs and affordable medicines, responsiveness (responsiveness) Gap amounted to 0.046099 in question was not a long wait patient when queuing for treatment, assurance (assurance) Gap sebesar0.035461 on the question of safe patient Vehicles in the parking area Women & Children Service Centres, and empathy (empathy) amounted to 0.007092 in question Gap

Medics and serve with Polite Staff Employees of the level of patient satisfaction. Overall, perceptions and expectations of customers are in the value of 0.77332 and 0.80095 with Gap value of 0.02763. This negative Gap value means that the overall performance in the Maternal and Child Health Centres Jombang Police still below the expectations of patients.

Keywords: Fuzzy Logic, Fuzzy Servquel, Maternal and Child Health Centres Police Jombang