

## ABSTRAK

**MONALISA ANGRAENI**, Undergraduate Program 1 (S1) Faculty of Social and Political Sciences, University of Wiraraja Sumenep, **RESPONSIVENESS EMPLOYEES TO PRIMA SERVICE QUALITY IN dr. H. MOH. ANWAR DISTRICT SUMENEP**, with Supervisor I, Yayak Nurwahyudi, and Rillia Aisyah Haris as Supervisor II.

One form of public service implemented by the government is the fulfillment of public health needs. One of them providing health services in dr. H. Moh. Anwar district Sumenep. But in the process of providing services performed, there are still some problems that often occur such as the response of employees. Therefore, responsiveness of public service is needed.

The problems studied in this thesis is How the responsiveness of employees in dr. H. Moh. Anwar Sumenep Regency, while the purpose of research to know the responsiveness of employees to the quality of excellent service in hospitals dr. H. Moh. Anwar district Sumenep. Descriptive research qualitative, which became the focus of research that is 1) Responding to each customer 2) Serving customers quickly 3) Serving customers exactly 4) Serving customers carefully 5) Serving customers on time 6) Responding to customer complaints. The subjects of this study consisted of key informants, main and supporters. Techniques of collecting interview data, observation and documentation, with data analysis with data reduction approach, data presentation and data verification.

The results showed that the responsiveness of employees in dr. H. Moh. Anwar of Sumenep Regency, as a whole, can be quite good, although there are some shortcomings that still need to be improved. According to the results of research based on several indicators of responsiveness according to Zeithaml there are some deficiencies found, including less quickly hospital staff in serving patients because constrained in working hours. When hospital personnel have returned home from work hours, the complaints of the patient even though the complaint is an unmanaged emergency so the patient has to wait the next day.

Keywords: Responsiveness, public services, indicators of responsiveness