

ABSTRAK

Hubungan Pengadaan Alat Tulis Kantor (ATK) Dengan Kualitas Pelayanan Logistik Di Rumah Sakit Daerah Idaman Kota Banjarbaru (Oleh Bayu Pangestu; Pembimbing Hj.Liana Fitriani Hasymi dan Hj.Eny Hastuti; 2024; 81 Halaman)

Pengadaan barang alat tulis kantor (ATK) salah satu prioritas utama yang dilakukan ruangan di rumah sakit untuk kebutuhan ruangan dalam memenuhi kebutuhan alat tulis kantor (ATK). Kualitas pelayanan merupakan suatu tingkat keunggulan yang tentu diharapkan dan pengendalian untuk tingkat keunggulan agar dapat memenuhi kebutuhan konsumen. Kualitas, waktu, dan ketepatan jumlah penyediaan barang operasional yang diperlukan pada rumah sakit sangatlah penting. Jenis penelitian yang digunakan dalam penelitian adalah penelitian kuantitatif dengan pendekatan deskriptif analitik. Dengan pendekatan penelitian *cross sectional* yaitu pengamatan dilakukan sekali dalam saat tertentu saja. Diketahui bahwa dengan pengadaan alat tulis kantor (ATK) yang baik 100% kualitas pelayanan logistik akan baik. Hasil uji *Chi Square*, menunjukkan bahwa adanya hubungan antara pengadaan alat tulis kantor (ATK) dengan kualitas pelayanan logistik dengan nilai *P value* sebesar 0,000 ($P < 0,05$). Pengadaan alat tulis kantor (ATK) di Rumah Sakit Daerah Idaman Kota Banjarbaru dikategorikan baik, kualitas pelayanan logistik di Rumah Sakit Daerah Idaman Kota Banjarbaru dikategorikan baik, dan hubungan pengadaan alat tulis kantor (ATK) dengan kualitas pelayanan logistik di Rumah Sakit Daerah Idaman Kota Banjarbaru memiliki hubungan yang kuat.

Kata kunci: Pengadaan, ATK, Pelayanan, Logistik

ABSTRACT

The Relationship between the Procurement of Office Stationery (ATK) and the Quality of Logistics Services at Idaman Regional Hospital in Banjarbaru City (By Bayu Pangestu; Advisors Hj.Liana Fitriani Hasymi and Hj.Eny Hastuti; 2024;81 Pages)

Procurement of office stationery items is one of the top priorities carried out by the room in the hospital for the needs of the room in meeting the needs of office stationery. Service quality is a level of excellence that is certainly expected and controls for the level of excellence in order to meet consumer needs. The quality, timing, and accuracy of the amount of supply of operational goods needed in hospitals is very important. The type of research used in the study is quantitative research with an analytical descriptive approach. With a cross sectional research approach, namely observations made once at a certain time. It is known that with the procurement of good office stationery 100% of the quality of logistics services will be good. The Chi Square test results show that there is a relationship between the procurement of office stationery and the quality of logistics services with a P value of 0.000 ($P < 0.05$). The procurement of office stationery in the Banjarbaru City Idaman Regional Hospital is categorized as good, the quality of logistics services in the Banjarbaru City Idaman Regional Hospital is categorized as good, and the relationship between the procurement of office stationery and the quality of logistics services in the Banjarbaru City Idaman Regional Hospital has a strong relationship.

Keywords: Procurement, stationery, Service, Logistics