

**TITLE PAGE**

**PUBLIC SERVICE PERFORMANCE IN USING ANJUNGAN  
PENDAFTARAN MANDIRI IN PANEMBAHAN SENOPATI HOSPITAL  
YEAR 2018**

UNDERGRADUATE THESIS

Submitted in Partial Fulfillment of the Requirement for  
the Degree of Bachelor Arts in Government Studies

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## STATEMENT PAGE

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I stated that this Undergraduate Thesis is originally my own work result. There are no other works that ever been proposed before in aims to gain Bachelor/Undergraduate Degree in any Universities. As far as my acknowledgement there is no others working result that ever been published as it is listed in the references list. Moreover, if one day there are any certain parties reported this undergraduate thesis, I will responsible and overcome all the consequences.

Yogyakarta, July 2019

Lirandifa Putri Suratna

## **MOTTO**

“Be in the present and dream of the future.”

## **DEDICATION PAGE**

This undergraduate thesis is dedicated to:

1. Dr. Ir. Gunawan Budiyo, MP., as the head of Universitas Muhammadiyah Yogyakarta
2. Dr. Titin Purwaningsih, S.IP., M.Si, as the head of Faculty of Social and Political Sciences Universitas Muhammadiyah Yogyakarta
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## **PREFACE**

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## ABSTRACT

*The Panembahan Senopati Hospital is committed in using Anjungan Pendaftaran Mandiri machine as an innovation in registration phase. This step has been taken by the Hospital to improve the service performance due to the long dissatisfactory history regarding registration phase. Furthermore, this research aims to analyze the public service performance in using Anjungan Pendaftaran Mandiri at Panembahan Senopati Hospital in 2018. Whether the service using registration machine is better than the manual registration method or not. This research used descriptive-explorative qualitative research aiming to describe phenomena or situation. This research explored and analyzed the events that occurred. The phenomena in this research was the service performance of the staff in serving the customers using registration machine. The results of this study were divided into five indicators, which are tangible, reliability, responsiveness, assurance, and empathy. From the interview done with customers, it was seen that most all of the indicators are satisfied compared the old method. Despite, there are still some problems that make customers feel less satisfied with the service.*

*Keywords: anjungan pendaftaran mandiri, public service, service performance*

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