

Definisi Pelayanan Prima atau Service Excellence

Pelayanan prima adalah terjemahan dari "*Excellent Service*", yang berarti pelayanan yang sangat baik atau pelayanan yang terbaik. Pelayanan dalam bahasa Inggris disebut *Service*. Beberapa pakar tentang **Pelayanan Prima** mengolah kata *service* yang lebih bermakna.

Catherine DeVrye (1997) mengolah kata *service* menjadi **Tujuh Strategi Sederhana Menuju Sukses** :

1. **Self Esteem** (Memberi Nilai pada Diri Sendiri)
2. **Exceed Expectations** (Melampaui Harapan Konsumen)
3. **Recover** (Merebut Kembali)
4. **Vision** (Visi)
5. **Improve** (Melakukan Peningkatan Perbaikan)
6. **Care** (Memberi Perhatian)
7. **Empower** (Pemberdayaan)

Untuk melaksanakan tugas sebagai frontliner tentunya didasari pada pelayanan yang mengacu pada kepuasan pelanggan (*customer satisfaction*) yang dilayani.



Definisi Kepuasan adalah tingkat perasaan seseorang setelah membandingkan kinerja (hasil) yang dirasakan dengan harapannya, dengan diasumsikan bahwa kalau kinerja di bawah harapan, pelanggan akan merasa kecewa, kalau kinerja sesuai harapan, pelanggan akan merasa puas, dan kalau kinerja melebihi harapan, pelanggan akan sangat puas. Kepuasan pelanggan merupakan tujuan utama **pelayanan prima**. Setiap frontliner berkewajiban untuk berupaya memuaskan pelanggannya. Kepuasan pelanggan dapat dicapai apabila frontliner mengetahui siapa pelanggannya, baik pelanggan internal maupun pelanggan external.

Definisi Pelayanan Prima

Atep Adya Barata



Definisi Pelayanan Prima:

Manajemen Komplain dan Customer Care: Dalam Administrasi Rumah Sakit Ahmad Farid, S.K.M., M.K.M., 2024-06-24

Buku Manajemen Komplain dan Customer Care mengajak pembaca memahami tentang pengetahuan manajemen dalam menghadapi konflik dengan pelanggan baik pelanggan internal maupun eksternal dalam suatu organisasi. Pemahaman ini tentunya diperlukan bagi orang-orang yang berkecimpung dalam penyelenggaraan pelayanan agar dapat mengelola komplain dan memberikan pelayanan yang prima. Buku ini akan mengupas hal-hal terkait manajemen komplain dan customer care khususnya dalam ranah administrasi rumah sakit. Pembahasan disajikan secara runtut dan lengkap sehingga mudah untuk dipahami baik oleh akademisi mahasiswa maupun praktisi dalam bidang terkait. Beberapa hal yang diuraikan dalam buku ini mulai dari konsep manajemen komplain dan customer care, hukum perlindungan konsumen, pelayanan kesehatan di Indonesia, standar pelayanan prima, membangun loyalitas, hingga contoh manajemen komplain dan customer care.

Sumber Daya Manusia dalam Lingkungan Pendidikan Ishak Bagea, Hasmira Said, Irawan Suprpto Nasir Arfin Bagea Amin, Hj. Dewi Muhammad Najir, Astuty Yuni Syam Ade Abriawan Ageng Anggraeni Wa Ode Nurdarma, 2024-05-12

Kata manajemen berasal dari bahasa Latin yaitu dari asal kata manus yang berarti tangan dan agree melakukan. Kata-kata itu digabung menjadi manager yang artinya menangani. Manager diterjemahkan dalam bahasa Inggris to manage sebagai kata kerja, management sebagai kata benda. Kata manajemen merupakan padanan kata management dalam bahasa Inggris. Kata dasarnya adalah manage atau to manage yang berarti menyelenggarakan, membawa atau mengarah. Kata manage juga bermakna mengurus, mengatur, melaksanakan, mengelola, atau menata. Manajemen merupakan suatu proses perencanaan, pengorganisasian, pengarahan, dan pengawasan terhadap organisasi dari pemberdayaan, pemanfaatan, juga penggunaan sumber daya organisasi guna mencapai tujuan yang telah ditentukan.

Manajemen Sumber Daya Manusia dan Pengembangan Kurikulum Ishak Bagea Rasid Arfin Bagea Haspiyan Mega Purwanti Chalida Mawarni Rahim Narni Sunarni Madjid Sunarmin Samsuani Haswan Suaib Saban Umar Rismawati Erviyanti Lenggo Asliatin Arzak, 2026-01-21

Perencanaan merupakan fungsi manajemen yang pertama dan paling fundamental dalam seluruh proses kegiatan organisasi. Menurut George R. Terry (2010), perencanaan adalah selecting and relating facts and the making and using of assumptions regarding the future in the visualization and formulation of proposed activities believed necessary to achieve desired results. Artinya, perencanaan adalah proses pemilihan dan penetapan fakta, penggunaan asumsi tentang masa depan, serta penetapan tindakan yang dianggap perlu untuk mencapai tujuan tertentu. Dalam pandangan Koontz dan O'Donnell (1986), perencanaan adalah proses menentukan apa yang harus dilakukan, kapan dilakukan, siapa yang melakukannya, dan bagaimana cara melakukannya. Mereka menegaskan bahwa perencanaan menjadi dasar bagi semua fungsi manajemen lainnya karena tanpa perencanaan kegiatan manajerial akan kehilangan arah.

Manajemen Pemasaran Terpadu: Upaya Mewujudkan Loyalitas Jumadi, Beberapa hal yang dibahas dalam buku ini secara sistematis adalah sebagai berikut: Bab 1 membahas tentang pemasaran, Bab 2

membahas tentang Manajemen Pemasaran Bab 3 membahas tentang Manajemen Pemasaran Jasa Bab 4 membahas tentang Pemasaran Internal dan Kualitas Layanan Internal Bab 5 membahas tentang Produk Bab 6 membahas tentang Harga Bab 7 membahas tentang Promosi Bab 8 membahas tentang Distribusi Bab 9 membahas tentang Pelayanan Proses dan Bukti Fisik Bab 10 membahas tentang Pemasaran Terpadu Bab 11 membahas tentang Kepuasan Pelanggan dan Bab 12 membahas tentang Loyalitas

How to Create Service Excellent for Your Guests I Gede Widya Suputra, 2021-05-12 Service excellent berasal dari Bahasa Inggris yang terdiri dari dua kata yaitu service yang bermakna jasa pelayanan dan pe ngabdian dan excellent yang bermakna bermutu tinggi sangat baik yang menarik perhatian dan unggul Jika diterjemahkan service excellent memiliki makna pelayanan yang prima pelayanan yang sangat baik pelayanan yang menyenangkan dan pelayanan yang melampaui harapan pelanggan Dalam buku ini penulis mendefinisikan service excellent sebagai serangkaian pelayanan yang diberikan dengan sangat baik sehingga melampaui harapan pelanggan atau tamu Ketika suatu pelayanan telah melampaui harapan pelanggan maka pada saat itu lah konsep service excellent telah terwujud Suasana yang menyenangkan akan terwujud jika pelayanan yang diberikan oleh pelaku usaha dilakukan secara holistik atau menyeluruh Dalam buku ini penulis juga menekankan bahwa pelayanan prima akan terwujud melalui penerapan standar pelayanan yang baik dan memuaskan oleh seluruh karyawan dan didukung dengan fasilitas dan sarana yang memadai

RSPI Mobile Aliya Amalia, 2026-03-17 Pernahkah Anda membayangkan sebuah rumah sakit di mana waktu tunggu bukan lagi menjadi beban dan kendali atas kesehatan sepenuhnya berada di ujung jari Anda Buku ini mengulas perjalanan transformatif RS Pondok Indah RSPI Group dalam menghadirkan RSPI Mobile sebuah aplikasi yang tidak hanya berfungsi sebagai asisten digital tetapi juga sebagai standar baru dalam Digital Hospitality di Indonesia Dengan menggabungkan kemewahan pelayanan fisik dan efisiensi teknologi seluler RSPI Mobile telah meruntuhkan dinding birokrasi rumah sakit yang kaku mengubah proses pendaftaran yang rumit menjadi transaksi kilat yang transparan dan manusiawi Dalam sepuluh bab yang mendalam pembaca akan diajak membedah anatomi di balik kesuksesan platform ini mulai dari sistem pencarian dokter yang cerdas dan personal fitur pemantauan antrean secara real time yang memberikan kebebasan mobilitas bagi pasien hingga kedaulatan akses data medis melalui Patient Portal yang aman Lebih dari sekadar aplikasi buku ini menyoroti bagaimana teknologi dapat digunakan untuk memperkuat empati dan kepercayaan antara institusi medis dan pasiennya Ditulis dengan perspektif visioner menuju ekosistem Smart Hospital terpadu karya ini menjadi panduan esensial bagi praktisi kesehatan pengelola rumah sakit dan penikmat teknologi yang ingin memahami bagaimana masa depan layanan kesehatan masa kini dibangun di atas pondasi inovasi yang mengutamakan martabat manusia

SANKRI, 2003 On public administration in Indonesia with reference to the Indonesian administrative law Buku kajian optimalisasi pelayanan perizinan Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPM-PTSP) Provinsi Nusa Tenggara Timur David B. W. Pandie, 2019 On optimalization of licensing service in Nusa Tenggara Timur Province Indonesia Fungsi kepolisian dalam pelayanan

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