

# 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

**Hermawan**



## **Definisi Pelayanan Prima:**

**Manajemen Sumber Daya Manusia dan Pengembangan Kurikulum** Ishak Bagea Rasid Arfin Bagea Haspian 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

**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 Managere 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 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

*Manajemen Pemasaran Terpadu: Upaya Mewujudkan Loyalitas* Jumadi, Beberapa hal yang di bahas 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 ngab dian dan excellent yang bermakna bermutu tinggi sangat baik yang menarik perhatian dan unggul Jika diterjemahkan ser vice excellent memiliki makna pelayanan yang prima pelayanan yang sangat baik pelayanan yang menyenangkan dan pelayanan yang melampaui harapan pelanggan Dalam buku ini penulis men definisikan service excellent sebagai serangkaian pelayanan yang diberikan dengan sangat baik sehingga melampaui harapan pe langgan atau tamu Ketika suatu pelayanan telah melampaui ha rapan pelanggan maka pada saat itu lah konsep service excellent te lah 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 pe la yanan prima akan terwujud melalui penerapan standar pela ya nan yang baik dan memuaskan oleh seluruh karyawan dan di du kung dengan fasilitas dan sarana yang memadai

**Kepemimpinan sektor publik** Lilis Yuaningsih, 2017-03-02 **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 publik** Hermawan, 2016 On police administration and community oriented policing in Indonesia Reformasi pelayanan publik Lijan Poltak Sinambela, 2006 Revitalisasi fungsi panti sosial Sri Prastyowati, 2010 On social service for psychotic homeless persons in social rehabilitation center in Pojoreken Medan Sumatera Utara Province **SANKRI** ,2003 On public administration in Indonesia with reference to the Indonesian administrative law *Jogjawara* ,2005 *Good governance (kepemerintahan yang baik) dalam rangka otonomi daerah: Membangun sistem manajemen kinerja guna meningkatkan produktivitas menuju good governance (kepemerintahan yang baik)* Sedarmayanti, 2004 Restructuring the system in the government to create good governance in the implementation of regional autonomy in Indonesia **Dialog** ,2016 Urgensi penerapan manajemen pembangunan nasional pada lini lokal ,2008 On management of national development in Indonesia **Dasar-dasar pelayanan prima** Atep Adya Barata, 2003 *Sistem informasi dalam berbagai perspektif* ,2006 Application of information system technology in various aspects in Indonesia Manajemen Pelayanan Prima Mujito, SE., MM, Dwi Oktiana Irawati, SIP., M. Si ,Tika Kartika Asri, S.AP., MBA, 2024-10-23 Dalam era globalisasi dan digitalisasi yang pesat pelayanan prima telah menjadi faktor kunci dalam membangun hubungan yang kuat dan langgeng dengan pelanggan Kualitas pelayanan yang tinggi tidak hanya sekadar memenuhi harapan pelanggan tetapi

juga berupaya untuk melebihi ekspektasi mereka Buku ini hadir dengan tujuan untuk memberikan pemahaman yang komprehensif mengenai konsep dasar pelayanan prima serta cara cara untuk mengimplementasikannya secara efektif dalam konteks bisnis modern Setiap bab dalam buku ini dirancang untuk memberikan pengetahuan dan keterampilan yang dibutuhkan oleh praktisi manajer dan akademisi dalam mengelola pelayanan prima di lingkungan mereka masing masing Bab pertama buku ini mengulas pengantar pelayanan prima mulai dari definisi dan konsep dasar yang mendasari prinsip pelayanan yang berkualitas Kami memulai dengan membahas pentingnya pelayanan prima dalam konteks bisnis dan bagaimana hal ini memengaruhi kepuasan serta loyalitas pelanggan Prinsip prinsip dasar pelayanan prima akan diuraikan untuk memberikan gambaran yang jelas tentang apa yang dimaksud dengan pelayanan yang unggul dan bagaimana prinsip prinsip tersebut dapat diterapkan dalam praktek sehari hari Bab kedua fokus pada komponen utama pelayanan prima meliputi kualitas pelayanan kepuasan pelanggan loyalitas pelanggan kecepatan dan efisiensi layanan serta keandalan dan konsistensi Di sini pembaca akan menemukan penjelasan mendetail tentang bagaimana masing masing komponen ini berkontribusi terhadap pengalaman pelanggan yang positif dan bagaimana mereka dapat diukur serta dikelola untuk mencapai standar pelayanan yang tinggi Bab ketiga mengeksplorasi sikap dan kepribadian dalam melayani dengan penekanan pada pentingnya sikap positif dan karakteristik kepribadian yang diharapkan dari seorang pelayan Kami akan membahas bagaimana sikap positif dapat memengaruhi interaksi dengan pelanggan serta strategi untuk mengembangkan dan meningkatkan sikap dan kepribadian dalam konteks pelayanan Pengembangan sikap dan kepribadian pelayan adalah aspek kunci yang mendukung terciptanya pengalaman pelanggan yang memuaskan dan mengesankan Bab keempat membahas komunikasi dalam pelayanan termasuk teknik komunikasi efektif dengan pelanggan dan teknik mendengarkan aktif Di bab ini pembaca akan mempelajari bagaimana membangun hubungan yang kuat dengan pelanggan melalui komunikasi yang jelas dan empatik serta bagaimana teknik mendengarkan aktif dapat memperbaiki interaksi dan memecahkan masalah secara efisien Bab kelima mengkaji pelayanan prima di era industri digital dengan fokus pada teknologi yang digunakan untuk meningkatkan kualitas pelayanan Kami akan membahas sistem manajemen pelayanan pelanggan CRM dan inovasi teknologi dalam pelayanan serta bagaimana teknologi dapat membantu organisasi dalam memberikan layanan yang lebih baik dan lebih responsif terhadap kebutuhan pelanggan Bab keenam berkaitan dengan pengembangan standar pelayanan termasuk penyusunan implementasi dan evaluasi standar pelayanan Di sini kami akan menguraikan langkah langkah untuk menyusun standar pelayanan yang efektif bagaimana cara mengimplementasikannya dalam organisasi serta metode evaluasi dan penyesuaian untuk memastikan bahwa standar tersebut tetap relevan dan efektif Bab ketujuh mengulas manajemen keluhan dan umpan balik pelanggan dengan penjelasan tentang cara mengelola keluhan pelanggan mengumpulkan dan menganalisis umpan balik serta menggunakan umpan balik tersebut untuk perbaikan pelayanan Manajemen keluhan yang baik dan pemanfaatan umpan balik pelanggan adalah kunci untuk memperbaiki dan

meningkatkan kualitas pelayanan secara berkelanjutan Bab kedelapan mengidentifikasi strategi penerapan pelayanan prima di berbagai industri seperti sektor ritel perhotelan dan pariwisata perbankan dan keuangan kesehatan serta pendidikan Kami akan membahas tantangan dan solusi spesifik untuk setiap sektor serta bagaimana strategi pelayanan prima dapat disesuaikan untuk memenuhi kebutuhan unik dari berbagai industri Bab kesembilan menyajikan studi kasus pelayanan prima dengan contoh kasus perusahaan yang berhasil menerapkan pelayanan prima analisis keberhasilan dan tantangan yang dihadapi serta pelajaran yang dapat dipetik dari pengalaman mereka Studi kasus ini diharapkan dapat memberikan wawasan praktis dan inspirasi bagi pembaca dalam mengimplementasikan konsep pelayanan prima di organisasi mereka Bab kesepuluh membahas pengukuran dan evaluasi pelayanan prima termasuk metode pengukuran kualitas pelayanan indikator kepuasan pelanggan analisis data dan umpan balik serta penilaian kinerja pelayanan Buku ini akan menguraikan berbagai alat dan teknik yang dapat digunakan untuk menilai dan meningkatkan kualitas pelayanan secara efektif Bab kesebelas menutup buku ini dengan membahas masa depan pelayanan prima dengan fokus pada tren dan inovasi masa depan pengaruh teknologi dan digitalisasi serta adaptasi terhadap perubahan konsumen Kami akan memberikan visi dan rekomendasi untuk pelayanan prima di masa depan agar organisasi dapat vi M a n a j e m e n P e l a y a n a n P r i m a mempersiapkan diri dan tetap kompetitif di tengah perubahan yang cepat Pembaharuan otonomi daerah R. Widodo Triputro,Supardal,2005 Reforming local governance in Indonesia collection of articles **Warta pengawasan** ,2012

This book delves into Definisi Pelayanan Prima. Definisi Pelayanan Prima is an essential topic that must be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Definisi Pelayanan Prima, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:

- Chapter 1: Introduction to Definisi Pelayanan Prima
- Chapter 2: Essential Elements of Definisi Pelayanan Prima
- Chapter 3: Definisi Pelayanan Prima in Everyday Life
- Chapter 4: Definisi Pelayanan Prima in Specific Contexts
- Chapter 5: Conclusion

2. In chapter 1, the author will provide an overview of Definisi Pelayanan Prima. The first chapter will explore what Definisi Pelayanan Prima is, why Definisi Pelayanan Prima is vital, and how to effectively learn about Definisi Pelayanan Prima.

3. In chapter 2, this book will delve into the foundational concepts of Definisi Pelayanan Prima. The second chapter will elucidate the essential principles that must be understood to grasp Definisi Pelayanan Prima in its entirety.

4. In chapter 3, this book will examine the practical applications of Definisi Pelayanan Prima in daily life. The third chapter will showcase real-world examples of how Definisi Pelayanan Prima can be effectively utilized in everyday scenarios.

5. In chapter 4, this book will scrutinize the relevance of Definisi Pelayanan Prima in specific contexts. The fourth chapter will explore how Definisi Pelayanan Prima is applied in specialized fields, such as education, business, and technology.

6. In chapter 5, the author will draw a conclusion about Definisi Pelayanan Prima. This chapter will summarize the key points that have been discussed throughout the book.

The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Definisi Pelayanan Prima.

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### **Definisi Pelayanan Prima Introduction**

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