

## MEASURING HEALTH SERVICES IN PUSKESMAS RUNGKUT SURABAYA

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### Abstrak

*Until now the people who use the services provided by government agencies still consider that most of the services provided by the government seem to have not been fully satisfactory, even some services seem expensive and very slow. Public services carried out by the government through bureaucrats often receive sharp attention from various groups. Bureaucratic mentality which often abuses power and authority, rampant nepotism in various public service units adds to the blurred picture of services performed by bureaucratic apparatus. As stated by Norman Flynn (1990) public services that are managed by the government hierarchically tend to be characterized by over-bureaucratic, bloated, wasteful, and under-performing. These problems are compounded by administrative technical problems that are often said to be inefficient and the stealth costs that are often incurred by the public to obtain services, adding to the increasingly complex quality of service issues run by the bureaucracy. Likewise, health services in Rungkut sub-district are still plagued by administrative technical issues. For this reason, the purpose of this study is to measure the extent of health services in the Rungkut District Health Center. The method used is descriptive quantitative by taking 271 respondents who are doing outpatient treatment from October to December 2019. The results of the study indicate the degree of satisfaction with health services at the Surabaya Rungkut Health Center is generally still at a satisfactory level. With the degree of health services according to respondents still at a satisfactory level, the management of the puskesmas must continue to strive for service personnel to improve their performance so that overall services go up to satisfactory levels and can even be pushed at very satisfying levels.*

**Keywords:** *Measuring-performance-health services*

### I. INTRODUCTION

Many factors cause why the quality of our bureaucratic services experiences many problems. Besides due to structural and cultural factors of bureaucratic actors, one important factor to consider is that there are often no Standard Operating Procedures made for each service unit in accordance with the expectations of service recipients. The absence of Standard Operating Procedures that are in line with community expectations is caused, because each service unit does not have complete information about the expectations, desires and satisfaction of the customers it serves. This situation causes the community service units to work on the basis of the provisions and habits that have been in effect, without any evaluation process or fundamental improvements.

To overcome the impression inherent in the service user community, it is necessary to

change the behavior and attitudes of bureaucrats in carrying out their duties in serving the community. The bureaucratic paradigm is no longer a party served by the community, but the people must be served as well as possible by the bureaucracy.

Hambleton, Hogget (1994) explains the concept of "new ideas about the nature of good management in local government", namely:

1. *From an emphasis on hierarchial decision making to an approach stressing delegation and personal responsibility.*
2. *From a stress on the quantity of service provided to a concern for issues of quality.*
3. *From a preoccupation with the service provider to a user orientation.*
4. *From a tendency to do well on internal procedures to a concern for outcomes.*
5. *From an emphasis on professional judgement to an approach emphasising the management*

*of contracts and trading relationships within an internal market; and*

6. *From a culture that values stability and uniformity to one that cherishes innovation and diversity.*

## II. LITERATURE REVIEW

Customer satisfaction is interpreted from various experts with different points of view. Customer satisfaction is a level where the needs, desires and expectations of customers can be met which will result in repeat purchases or continued loyalty (Band, 1991). Gerso Ricard (2000) considers that "Customer satisfaction is the customer's perception that their expectations have been met or exceeded". In line with this opinion, Willie in Tjiptono (1997) explained that customer satisfaction as "An emotional response to the evaluation of the consumption experience of a product or service". According to Kotler (2000) customer satisfaction is the level of one's feelings after comparing the perceived performance (results) compared to his expectations. From these views it is concluded that customer satisfaction is a perception, emotional response or feeling about expectations for a product, service or service provided by a company or organization can be fulfilled.

Barata (2004) explains that several aspects related to creating internal customer satisfaction or creating satisfaction for employees or service personnel are highly determined by several factors. These factors, are:

- (1) Organizational management pattern
- (2) Provision of supporting facilities
- (3) Human resource development
- (4) Work climate and work relationship harmony
- (5) Incentive patterns.

One alternative step that really needs to be done is to empower employees. There are several advantages in implementing empowerment in organizations, including:

1. The implementation of service activities becomes better, more efficient, and of course faster. The empowered employees will certainly be able to work faster without having to wait for permission and guidance from superiors.

2. Opening opportunities for employees to be able to create work creativity and innovation. Empowered employees will certainly be able to think prospectively, visionary so that creativity and innovation will be created in the services provided.
3. The creation of job satisfaction. The empowered employee causes his existence in the institution to be very important. Appreciation of his existence will lead to a satisfying inner atmosphere for the employee at work, so that the continuation will lead to satisfaction at work.

## III. RESEARCH METHODS

The method used is descriptive quantitative by taking 271 respondents who do outpatient services from October to December 2019. With indicators assessed as follows:

1. Service procedure
2. Terms of service
3. Clarity of service personnel
4. Discipline of service officers
5. Responsibilities of service personnel
6. The ability of service officers
7. Speed of service
8. Justice service
9. Courtesy & friendliness of service officers
10. Fairness of service costs
11. Suitability of service costs
12. Punctuality of service
13. Environmental comfort
14. Environmental safety
15. Handling complaints
16. Infrastructure and facilities

## IV. ANALYSIS OF RESEARCH RESULTS

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.1. The Satisfaction of Patient Satisfaction on the Service Procedures in Rungkut Puskesmas Kota Surabaya  
 Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	40	14,8
3	Good enough	203	74,9
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.2. The Degree of Patient Satisfaction on the Requirements of Service in Rungkut Puskesmas Kota Surabaya

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	5	1,8
5	Not satisfactory	3	1,1
	Amount	271	100

Table 4.3. The Degree of Patient Satisfaction on the Explanation of Service Officers in Rungkut Puskesmas Kota Surabaya

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.4. Degree of Patient Satisfaction on Discipline of Service Officers in Rungkut Puskesmas Kota Surabaya

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	19	7,0
2	Satisfying	42	15,5
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.5. The Degree of Patient Satisfaction on Responsibility of Service Officers in Rungkut Puskesmas Kota Surabaya

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.6. The Degree of Patient Satisfaction on the Ability of Service Officers in Rungkut Puskesmas Surabaya City

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	Percentage (%)	14,4
3	Good enough	204	74,3
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.7. The Degree of Patient Satisfaction on Speed of Service Officers in Rungkut Puskesmas Kota Surabaya

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.8. Degree of Patient Satisfaction on Justice of Service Officers in Rungkut Puskesmas Surabaya City

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	4	1,5
5	Not satisfactory	4	1,5
	Amount	271	100

Table 4.9. The Degree of Patient Satisfaction on Service and Hospitality of Service Officers in Rungkut Puskesmas Kota Surabaya

Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.10. The Degree of Patient Satisfaction on Service Cost Learning in the Rungkut Puskesmas Surabaya City  
 Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	21	7,7
2	Satisfying	40	14,8
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.11. The Degree of Patient Satisfaction on the Service Cost Fitness in Rungkut Puskesmas Surabaya City  
 Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.12. The Degree of Patient Satisfaction on Accuracy of Service Service in Rungkut Puskesmas Kota Surabaya  
 Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	201	74,2
4	Less satisfactory	7	2,6
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.13. The Degree of Patient Satisfaction on Service Environment Comfort in Rungkut Puskesmas Kota Surabaya  
 Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	5	1,8
5	Not satisfactory	3	1,1
	Amount	271	100

Table 4.14. The Degree of Patient Satisfaction on Service Environment Security in Rungkut Puskesmas Kota Surabaya  
 Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.15. The Degree of Patient Satisfaction on Handling of Compliance Service in Rungkut Puskesmas Kota Surabaya  
 Source: Primary data processed by researchers in 2019

Number	Characteristics	Domination	
		Number of Visitors (person)	Percentage (%)
1	Very satisfy	20	7,3
2	Satisfying	41	15,1
3	Good enough	202	74,5
4	Less satisfactory	6	2,2
5	Not satisfactory	2	0,7
	Amount	271	100

Table 4.16 The Degree of Patient Satisfaction on Infrastructure in Rungkut Puskesmas Kota Surabaya  
 Source: Primary data processed by researchers in 2019

The degree of satisfaction of health services in Surabaya Rungkut Health Center is generally still at a satisfactory level. With the existence of the degree of health services according to respondents is still at a satisfactory level, then the management of the health center must continue to strive for service personnel to improve their performance so that overall service moves to a satisfactory level and can even be encouraged at a very satisfying level. The most important aspect is management must be able to civilize service personnel to have

integrity. Need to encourage increased revenue for service officers because it will have an impact on improving service performance.

#### **V. RECOMMENDATIONS**

Need to be done regularly to survey patients' opinions of health services.

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