

**EFFECTIVENESS OF HEALTH SERVICES IN JAILOLO REGIONAL  
GENERAL HOSPITAL**

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**ABSTRACT**

This study aims to determine the effectiveness of health services at the Jailolo Hospital and to determine the factors that influence the effectiveness of the Jailolo Hospital services. This research method uses a qualitative method with a descriptive research type. The data were collected by interview, observation, and documentation techniques. To determine the effectiveness of health services at the Jailolo Hospital, researchers analyzed data using six indicators according to the Regulation of the Minister of Health of the Republic of Indonesia number 4 of 2019 concerning Technical Standards for Fulfilling Basic Service Quality in Minimum Service Standards in the Health Sector. The results showed that the effectiveness of health services at the Jailolo Hospital had been carried out but not yet fully effective because there were still services that were complained about because they were not good in terms of discipline and comfort. Polyclinic directions were not provided, the lack of medical support equipment, and complaints were aspirated through the form of complaints that have been provided by the complaint installation. The Jailolo Hospital always improves and updates suggestions/aspirations from the community and factors that affect the effectiveness of services, namely the awareness factor of officers to serve service users with their capabilities. Regulatory factors greatly affect services as well as good timeliness procedures that have been set but have not been implemented by service personnel; the human resource factor affects the effectiveness of services because attitude training and education related to health services have not been provided. The service facility factor is also important for the achievement of service effectiveness because by providing medical services and medical support to the maximum, it will lead to a positive response from service users which can increase the effectiveness of Jailolo Hospital services.

**Keywords:** *Effectiveness, Service, Health*

**A. PRELIMINARY**

Hospitals are one of the health service facilities that have a very strategic role in efforts to accelerate the health status of the Indonesian people. Hospitals

according to the peraturan Menteri Kesehatan Republik Indonesia nomor 4 tahun 2018 concerning Hospital obligations and patient obligations, general provisions Pasal 1, namely that a hospital is a health service institution that provides comprehensive individual health services that provide inpatient, outpatient, and emergency services. A hospital is a health service provider that plays a central role in efforts to accelerate the level of public health. This organization in the form of a hospital is run by various experts in the medical field with professionalism and is able to be well organized in the network and facilities of doctors, continuous nursing services, and diagnosis of the best treatment for its patients. This organization is an important health service network (Supartiningsih 2017).

Health services are one of the public services that must pay attention to the effectiveness, quality, and level of quality of service delivery because the service provided to customers is one measure of satisfaction that affects customers' desire to return to institutions that provide effective health services. The UU RI No.23 Tahun 1992 states that in order to implement health efforts, adequate health resources are needed. Quality health services are one measure of satisfaction that affects patients' desire to return to institutions that provide effective health services. According to (Prof. Dr. Soekidjo Notoadmojo, 2012) in (Dewi, 2016) what is meant by health services is a sub-system of health services whose main aim is preventive (efforts to prevent) and promotive (efforts to improve health) services targeted at the community. Meanwhile, health services based on (Levey and Loomba 1973) in (Dewi, 2016) are an effort carried out individually or collectively in an organization to provide maintenance and strive for a level of health, make efforts to prevent disease and strive for restorative health of each individual, family, or within the scope of community groups.

Some conditions indicate quality and effectiveness problems in the Outpatient Institution at the Jailolo Regional General Hospital. The results of initial observations carried out at the Jailolo Regional General Hospital are related to the services provided which have not been running optimally for the community due to complaints that are often heard from health service users who are usually the target, namely delays in the arrival of doctors so that service users wait for hours, administrative officers who are sometimes late in carrying out service actions. As is the case with delays in handling actions given by nurses even though patients need quick treatment, apart from that it is related to services in the administration section which is a problem, namely in the service section which does not use queue numbers and also limited seating provided for service users so that sometimes service users having to compete for a registration place, this causes chaos among fellow service users.

Given the problems at the Jailolo District Hospital, the researcher aims to determine the effectiveness of services at the Jailolo Regional General Hospital and to find out the factors that influence the effectiveness of health services at the Jailolo Regional General Hospital.

## B. RESEARCH METHODS

This research is qualitative descriptive research, research that provides an overview of the problem being studied. This method can also be applied to solve the problems studied. According to (Denzin & Lincoln, 1994) in (Fadli 2021) qualitative research is a natural setting to interpret a phenomenon that occurs and is carried out by involving various other methods.

Data collection techniques are a strategic stage in research. Because research has the most important goal of obtaining data. Data was obtained by carrying out interviews, observation, and document techniques (Sugiyono, 2016) in (RAPHAEL 2019).

According to (Sugiyono, 2017) in (Azis, Lukman, and Agustiani 2018) observation is a technique that has specific characteristics compared to other techniques. The observation technique used by researchers is through direct observation of officers who work directly when providing services to the community in the registration, inpatient and outpatient departments.

## C. RESULTS AND DISCUSSIONS

Jailolo Hospital is a regional government agency that plays a very important role in efforts to provide health services. To determine the effectiveness of health services at Jailolo Hospital, researchers used indicators according to "Regulation of the Minister of Health of the Republic of Indonesia number 4 of 2019" concerning "Technical Standards for Fulfilling Basic Service Quality in Minimum Service Standards in the Health Sector" namely; "1) Requirements, 2) Systems, Mechanisms, Procedures, 3) Service period, 4) costs/tariffs, 5) Service products, 6) Handling complaints, suggestions and input or appreciation." Researchers use government regulations as an indicator to resolve existing problems because the existence of service standards in the health sector through the disclosure of information can enable the public to know about a service starting from the terms, stages, costs, and period. The public can clearly understand service products and handling so that they are able to monitor the implementation of a service.

The following are indicators of the effectiveness of health services:

### **Regulations**

According to the guidelines for preparing and establishing service standards for organizers, a requirement is a requirement (documents/goods/other things) that must be fulfilled in the management of a service, technically and administratively. These requirements can be in the form of a document or something else, depending on the needs and type of service. Identification of service requirements can be done through analysis of the needs needed to complete the service stages. Based on the results of an interview with Mrs. Desi, an employee at the medical records installation. She said:

“Registration requirements provided by customers who use BPJS; Referral letter from community health center and BPJS card, general; KTP. These requirements have never been complained about by health service users and there are no obstacles to fulfilling these requirements" (interview results 29 June)

Based on information from several sources, documentation and the results

of observations when researchers conducted observations at Jailolo Regional Hospital, the service requirements did not make it difficult for service users. This is proven by the ease of registration, public service users only need to prepare their KTP and KK, while BPJS service users prepare a BPJS card and a referral letter from the nearest health center. To find out these requirements, service users can find out the requirements that have been provided on the information board by the hospital. Apart from that, the officers also provide relief to BPJS users who are seeking treatment at the hospital for the first time. If they don't bring a referral letter, they will only be asked for a BPJS card. After that, the officers explain that if they visit next, they are required to have a referral letter from the nearest health center. The researcher concluded that the registration requirements do not bother service users because the requirements only consist of an identity that is already owned by public service users and BPJS so that services at Jailolo Regional Hospital can run effectively.

**Service procedures for outpatient and inpatient customers**

No	Components	Descriptions
1.	Service Completion	<ol style="list-style-type: none"> <li>1. Identity Card/KTP</li> <li>2. Family Card/KK</li> <li>3. BPJS Card</li> <li>4. Reference Letter</li> <li>5. General Consent</li> </ol>
2.	Procedures	Person in charge/patient => Admission Inpatient Files <= Attending General consent Information: <ol style="list-style-type: none"> <li>1. The person in charge of the patient registers for inpatient care</li> <li>2. Receive admission explanation</li> <li>3. Sign the general consent</li> <li>4. Bring inpatient files to the Clinic/IGD</li> </ol>
3.	Service time	Under 1 hour
4.	Cost	-
5.	Service products	Admission service

6.	Complaint management	Email <a href="mailto:rsudjailolohalbar@gmail.com">rsudjailolohalbar@gmail.com</a> PHONE/TEXT: 082348486667 Suggestion Box Information and complaints officer
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**Service Procedures**

According to Soemohadiwidjojo (2014), a procedure is a Standard Operating Procedure (SOP) or procedure, which is a document that explicitly and clearly describes the methods applied when carrying out an organization's obligations and activities as stipulated in the guidelines. Based on this understanding, a procedure is part of a system that is a series of several stages, a systematic and clear action between the involvement of each port to provide guarantees so that a business can be realized that is in line with its hopes and objectives.

The results of the interview with Mrs. Yuni as a health service user:  
"The procedure is very easy to carry out. I registered after that I took the file to the room I visited and waited for my turn to be followed up. I think the procedure is very easy to carry out but the stages when carrying out the procedure are like how long it takes to register and don't use a queue number" (interview results August 2, 2022).

The results of observations made by researchers at Jailolo Regional Hospital are that it has been implemented in accordance with the stages in line with the provisions, but there are difficulties when service users carry out the type of service required because there is no signage provided such as the location of outpatient and inpatient facilities. The registration building is different from the outpatient and inpatient buildings, so signage is needed to direct service users when carrying out treatment according to the services needed. Apart from that, when the registration process was taking place there was no guidance from the officers to give them a queue number first until the next stage.

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**Condition of the registration room**

**Service Time**

Service time is the period required to complete all required services. The process of identifying this time must be carefully considered, starting from procedures that regulate relationships between service users, or procedures in relationships between officers. According to Aswin (2000) in (Purnamasari, 2017) service procedures carried out by the provider and recipient of a service include complaints.

The results of the interview with Mr. Rahman as head of the outpatient department said that:

"The punctuality of service from both medical staff and nurses/midwives still cannot comply with the SOP" (interview results on 29 June 2022)

Based on the findings in the field, it can be seen that punctuality at the Jailolo Regional Hospital is still not implemented properly because there are still hospital staff who are negligent, with working hours not being in accordance with the predetermined SOP, service to patients not being on time and discharge times not being adjusted to the schedule. At the disciplinary service stage, it is also something that officers must pay attention to because if the service that the officers provide is not good then this can shape the public's view of the lack of certainty in the time given by service users when they need service according to service hours.

**Registration Service Time**

Registration services are open from 08.00 to 12.00 every day

Outpatient Services	Input	1. Availability of service	At least in accordance with the type and classification of the hospital	Appropriate
		2. Doctors providing services at specialist polyclinics	100% specialist doctors	Achieved
	Process	3. Service opening hours with conditions	08.00 to 13.00 every weekday except Friday	Not appropriate
		4. Outpatient waiting time	60 minutes	Not appropriate
		5. Establishing a diagnosis of TB through a microscope examination	100 %	100% Appropriate

		6. TB outpatients who are handled strategically with DOTS	100%	100% Appropriate
		7. Availability of VCT (HIV) services	Available with trained personnel	Achieved
	Output	8. Preparation of medicine according to the formula	100%	100% Achieved
		9. TB recording and reporting in hospitals	60%	Achieved
	Outcome	10. Patient Satisfaction	90%	90% Achieved

**Polyclinic Minimum Service Standards**

**Cost**

According to Moenir (2001) in (Purnamasari, 2017) public service administration as well as clarity of technical requirements for work units or positions that have responsibility and authority to provide a service/problem/dispute regarding the implementation of financing details and stages in payment.

The results of the interview with Mrs. Nani as the General administration officer said that:

"Payments are very easy to make and payments are in accordance with existing regulations" (interview results 29 June 2022)

The following are the results of observations made by researchers at the location, regarding service costs/tariffs which are very affordable and easy to do. This is proven by the details of costs and explanations from officers to customers regarding payment procedures. Provided that the payment procedures and fees charged do not make it difficult for service users when make payments. Payment of health service fees/tariffs at Jailolo Regional Hospital is in accordance with the regulations and customer capabilities because these stages have been conveyed well and can be accepted by service users so that there is no negative response regarding the fees/rates for health service users at Jailolo Regional Hospital.

The results of these observations are as stipulated in the Peraturan Bupati Halmahera Barat Provinsi Maluku Utara No 9A Tahun 2021 Pasal 1, namely that BLUD is "a regional work unit or work unit within a regional work unit within the Regional Government which is formed to provide services to the community in the form of providing goods or services sold without prioritizing profit and carrying out activities based on the principles of efficiency and productivity".



No	URAIAN	JASA SARANA	JASA PELAYANAN	JUMLAH
	<b>Polik Kandungan 6403</b>	20	30	
1	USG Trans Vaginal	100.000	150.000	250.000
2	Visium Dokter Ahli	25.000	75.000	100.000
3	Inspekulo	15.000	35.000	50.000
4	Colok Dubur	10.000	50.000	60.000
5	USG	35.000	15.000	50.000
6	USG dengan Print	55.000	25.000	80.000
7	Rawat Luka	6250	18.750	25.000
8	APF Hecting	15.000	10.000	25.000
9	Debridement	25.000	25.000	50.000
10	Cuci Cincin	20.000	50.000	70.000
11	Tubal Vagina	20.000	35.000	55.000
12	APF IUD dengan Penyulit	25.000	75.000	100.000
13	APF Implan dengan penyulit	25.000	90.000	115.000
14	Pasang Cincin	25.000	50.000	75.000
15	VT	10.000	35.000	45.000
16	Injeksi/IM	2500	7500	10.000
	<b>Polik Gigi 91-111.11</b>			
1	Blecing (Permuth Gigi)			
a.	Eksternal (per rahang)	550.000	150.000	700.000
b.	Internal (per gigi)	65.000	20.000	85.000
2	Hilangkan Pewarna Gigi	10.000	30.000	40.000
3	Rawat Luka	9250	18.750	25.000
4	APF Hecting	15.000	10.000	25.000
5	Debridement	25.000	25.000	50.000
6	Gambal Curetage	150.000	100.000	250.000
7	Strip Mucosite	350.000	100.000	450.000
8	Alerolectomy	750.000	100.000	850.000
9	Pasang dengan Arch bar	350.000	250.000	600.000
10	Kawat Arch bar	9250	18.750	25.000
11	APF Arch bar	50.000	100.000	150.000
12	Tepi Asprasi	50.000	50.000	100.000
13	Kawat Pulpa/Protaksi Pulpa	35.000	15.000	50.000
14	Preparasi Saluran Akar	60.000	30.000	90.000
15	Sterilisasi Saluran Akar	45.000	25.000	70.000
16	Obturasi	60.000	25.000	85.000
17	Apoksektomi	125.000	100.000	225.000
18	Devitalisasi	25.000	15.000	40.000
19	Restorasi Direk (Tambalan tetap)			
a.	SB	35.000	15.000	50.000
b.	Resin Komposit	60.000	40.000	100.000
21	Pesak			
a.	Pesak Fiber	115.000	65.000	180.000
b.	Metal	80.000	40.000	120.000
c.	Pin Screw	30.000	40.000	70.000
22	Mahkota Jacket			
a.	Porcelain fused to metal (PFM)	600.000	150.000	750.000
b.	All Porcelain e-Max	1.000.000	150.000	1.150.000
c.	Mahkota sementasi	65.000	25.000	90.000
d.	Cetak per rahang (Algimat)	40.000	45.000	85.000
e.	Cetak per rahang (Double impression)	85.000	50.000	135.000
23	Labial veneer (direk BK)	85.000	50.000	135.000
	<b>Polik Bedah 6401</b>			
1	Sekurasi	75.000	75.000	150.000
2	APF cystostomy	25.000	50.000	75.000
3	Buka Clips	25.000	75.000	100.000
5	APF Drain	20.000	30.000	50.000

Image of Contributions/Tariffs for Outpatient, Inpatient and Medical Support Services

### Service products

The medical support services include radiology installations, laboratories, pharmacy, and physiotherapy. Of the several types of medical support services that service users often complain about, namely pharmaceutical installations, this can be proven by the high number of complaints in the complaint graph in 2020, but this problem can be resolved by complaint handling officers using the Jailolo Hospital UPP complaint handling flow. According to Moenir (2010) in (Purnamasari, 2017), the stages are specifically directed at providing services so that public/individual interests can be met through the implementation of various appropriate methods and in line with the needs of the party to whom service is provided.

Examples of service products as carried out in TB polyclinics include; Starting treatment according to the guidelines and 3T (Right time, right method, and right dose), officers carrying out contact investigations on household contacts of TB/TB RO patients, referring them to Health Facilities for further clinical examination, and follow up and counseling for the treatment process to completion and healed.

The following are the results of the interview with Mr. Rahman, the head of the Polyclinic room, saying that. Interview results from Mrs. Voni as an HIV/TB Poly officer:

"For every service user who visits with complaints that point to HIV or TB, we will provide further treatment such as giving pills or injections for six months. Apart from that, we also provide education

to sufferers of these diseases. "It is only aimed at health service users and we carry out HIV or TB program outreach only within the Jailolo Regional Hospital agency, not for outreach within the community or in certain areas" (interview results 26 July 2020)

The following are the findings, medical services, namely the inpatient, ICU and emergency room at Jailolo Regional Hospital, have implemented service products that are in accordance with capabilities in each area of expertise but with limited medical equipment which can be proven in the complaint graph in 2020 - 2021, namely lack of medical facilities and lack of medicines in hospitals. This is a factor inhibiting the success of the service products provided by officers to service users.

Apart from that, the superiority of the service products provided by service providers for service users, namely in outpatient institutions, can be proven by the existence of SPM polyclinics, namely HIV/TB prevention and treatment. Officers carry out microscope examinations and strategically handle DOTS, the availability of VCT (HIV) services with trained personnel, and the administration of drugs according to the formula. From prevention to treatment, this is one of the superior products of the outpatient installation at Jailolo Regional Hospital.

**SPM POLIKLINIK Tahun 2022**

Outpatient Services	Input	1. Availability of service	At least in accordance with the type and classification of the hospital	Appropriate
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**Handling complaints, suggestions, and input/appreciation**

According to Tjiptono in (Darmajaya 2016) states that a complaint means a disclosure or feeling of disappointment from an organization that can be collected regarding complaints from its customers in some way, including through a suggestion box, a form regarding complaints from customers, a special telephone network, a website, a card. comments, as well as customer satisfaction surveys, this situation is known as the “Recovery Paradox”.

The following are the results of an interview with Mr. Iwan, a complaints installation officer who said that:

"Complaint boxes/suggestion boxes have been provided at each installation, complaints will be handled once every two weeks.

Regarding the problems found in the complaint/suggestion box, most of them complained about the availability of medicines in the pharmacy installation which sometimes ran out, the nurses' actions at night were difficult to wake them up, apart from that there were no other complaints. "The medication problem has been followed up and the problem can be resolved and the nurse's attitude problem has been given a warning through the person in charge at the installation." (interview results dated June 29, 2022)

Based on the findings in the field, the Complaint Handling Installation has provided forms of complaint management, namely the provision of a suggestion box/complaint box, SMS, email, and the provision of officers who receive complaints. However, with changes and additions to the complaint handling form, the number and email will be replaced and there will be an additional complaint portal on the website.

#### **D. CONCLUSIONS**

The effectiveness of health services at Jailolo Hospital can be seen from the six indicators of the Republic of Indonesia Minister of Health Regulation No. 4 of 2019, namely:

a. Service requirements

The service requirements set by Jailolo Hospital can be said to be easy and do not make it difficult for service users to fulfill registration requirements.

b. Service Procedures

The procedure for the service stages provided by Jailolo Hospital in carrying out the stages of registration until treatment. The service has been running optimally and there are no complaints related to the service procedures, but there are complaints when service users carry out these stages, such as the limited medical support equipment.

c. Service Time

In terms of service completion time, sometimes officers serve and complete the service not on time. This will shape the public's perception of the lack of certainty in the time provided by service users when they need services according to the specified service hours. This service time cannot be said to be effective because it is not carried out in line with existing SOPs.

d. Cost for medical expenses

Jailolo Regional Hospital provides fees/service rates in accordance with the rules and approval from the customer. With no complaints from health service users and service users agreeing regarding medical costs, this achievement has been carried out effectively.

e. Service Products

There are two types of service products at Jailolo Hospital, namely medical services and medical support. The advantage of medical services is that they are found in outpatient installations which can be proven at the SPM polyclinic. Regarding medical support service products in pharmaceutical installations, there are still very few due to a lack of medicines, this is a complaint from the public at complaint-handling installations.

f. Handling complaints, suggestions, and input/appreciation

Regarding this matter, service users can express it via the suggestion box, text, and email. Complaint-handling officers resolve problems using the Jailolo Hospital UPP Complaint Handling Flow.

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