



ISSN : 2722-7944 (Online)

Point of View Research Economic Development

<https://journal.accountingpointofview.id/index.php/povred>




ANALYSIS OF EXPECTATIONS AND SATISFACTION OF PUSKESMAS STAFF WITH HEALTH OFFICE SERVICES AT 2023 IN TANIMBAR ISLANDS DISTRICT

Yunita Wulandari¹; Muhammad Yunus²; Ayu Anggraini³

^{1,2,3} STIE Amkop Makassar, South Sulawesi, Indonesia

Abstract

The aim of this research is to analyze the expectations and satisfaction of the Health Service services, as well as to analyze the services provided by the Health Service to Community Health Center Officers in Tanimbar Regency. By using variable indicators: Tangible, reliability, responsiveness, assurance and empathy, regarding the services provided by the Health Service. The method used in this research is descriptive qualitative with a total of 10 informants. The results of this research show 1) Puskesmas officers' assessment regarding Health Service services in Tanimbar Regency is: a) The performance provided by the Health Department is not optimal in line with the level of expectations and satisfaction of puskesmas officers due to the results of interviews conducted with informants which show slow feedback from the Department Health to the needs of the Community Health Center. b). The factors that influence the Health Service services that have been provided are appropriate but still not optimal. The difference in distance between each health center is quite far, access must be taken by crossing the ocean, poor internet network, limited number of human resources are part of the inhibiting factors. It is hoped that the Health Service will respond more quickly and serve community health center staff. Apart from that, the Health Service must act fairly in providing services to community health centers in the Tanimbar Islands district. Long road access and inadequate networks are challenges for the Health Service in providing services to Puskesmas officers. 

This is an open access article under the [CC BY 4.0 International License](https://creativecommons.org/licenses/by/4.0/)

© Point of View Research Economic Development (2024)

Keyword :

Expectations, Satisfaction and service quality

Email Address :

ywamien@gmail.com

1 Introduction

The implementation of good health services is carried out with a sense of responsibility, by prioritizing the quality of service and not being carried out in a discriminatory way against a certain group of people. Based on the Health Law, the implementation of health services is carried out by prioritizing first aid to save the lives of patients compared to other interests. In accordance with what is stated in the law, the consequence that must be carried out is that the implementation of health must be more oriented, namely on the social aspect based on the humanitarian side, which is part of community service. The government's efforts to be able to build health in the midst of the community are carried out as a government investment in the development of productive resources to move the wheels of national development. Based on article 49 of Law No. 36 of 2009 concerning health, it is stated that local governments and communities are responsible for the implementation of health efforts.

Health development aims to increase awareness and healthy living skills for everyone in a society so that the highest level of public health is realized as an investment for the development of socially and economically productive human resources in accordance with the content of Law Number 36 of 2009 concerning Health. One

of the government's efforts in providing health to the community is the construction of one of the government agencies which is a public health organizing unit called the Community Health Center (Puskesmas) in each sub-district. Regulation of the Minister of Health Number 75 of 2014 concerning Health Centers states that the definition of Health Centers is to be at the forefront of efforts to provide health in the community. The Health Center is a Technical Implementation Unit of the Regency/City Health Office as a government facility that provides health services to the community and first-level individual health efforts by prioritizing promotive and preventive efforts to achieve public health in their work areas. The researcher sees that the vision of health development organized by health centers at the sub-district level is the achievement of a healthy sub-district towards the realization of a Healthy Indonesia. In its sense, a healthy sub-district is a picture of the sub-district community in the future which is the goal to be achieved through health development. Healthy sub-district indicators are a healthy environment, healthy behavior, quality health service coverage, and the health degree of the sub-district population.

Health management requires health data information that can be used in decision-making in the health sector. The success of health management management is largely determined by the availability of valid and accurate data and information that supports the steps of analysis, planning, and policy-making that can describe health conditions. The development of Tanimbar Regency has developed quite rapidly in several economic sectors, especially in the public health service sector. One of the means that can be used to report the results of monitoring health achievements in West Southeast Maluku Regency so that a healthy Tanimbar Islands Regency is created in accordance with the vision of the Tanimbar Islands Regency is to realize a healthy, intelligent and authoritative Tanimbar Islands Regency of West Southeast Maluku.

Based on secondary data processing conducted by researchers at the Tanimbar Islands Health Office, the number of health centers in the Tanimbar Islands until December 2018 was 14 units, consisting of 9 inpatient health centers and 4 non-inpatient health centers. Data on the number of health centers can be seen in full in the following table:

Table 1.1
Number of Health Centers in Tanimbar Islands Regency in 2023

No	Kecamatan	Puskesmas	Kemampuan Penyelenggaraan
1	Tansel	Saumlaki	Rawat Inap
2	Wertamrian	Lorulun	Rawat Inap
3	Wermaktian	Seira	Rawat Inap
4	Selaru	Adaut Namta- bung Lingat	Rawat Inap Rawat Inap Non Rawat Inap
5	Kormomolin	Alusi Kelaan	Non Rawat Inap
6	Tanut	Larat	Rawat Inap
7	Yaru	Romean	Rawat Inap
8	Wuarlabobar	Wunlah	Rawat Inap
9	Nirunmas	Waturu Tutukembong	Rawat Inap Non Rawat Inap
10	Molo Maru	Adodo Molo	Non Rawat Inap

Source: Aspak Health Office of Tanimbar Islands Regency, 2020

Accreditation is a trigger for Puskesmas to build a better governance system gradually and sustainably through governance improvements: 1) institutional management, 2) program management, 3) risk

management, and 4) quality management. The number of Puskesmas that have been accredited in the Tanimbar Islands can be seen in the following table:

Table 1.2
Number of Health Centers Based on Accreditation Status in
Tanimbar Islands Regency in 2023

No	Kecamatan	Puskesmas	Status Akreditasi
1	Tansel	Saumlaki	Terakreditasi
2	Wertamrian	Lorulun	Terakreditasi
3	Wermaktian	Seira	Terakreditasi
4	Selaru	Adaut	Terakreditasi
		Namtabung Lin- gat	Terakreditasi Tera- kreditasi
5	Kormomolin	Alusi Kelaan	Terakreditasi
6	Tanut	Larat	Terakreditasi
7	Yaru	Romean	Terakreditasi
8	Wuarlabobar	Wunlah	Terakreditasi
9	Nirunmas	Waturu	Terakreditasi
		Tutukembong	Terakreditasi
10	Molo Maru	Adodo Molo	Terakreditasi

Source: Health Services Division of the KKT Health Office, 2019

The number of health centers in Tanimbar Islands Regency that have been accredited is 12 units and those that have not been accredited are 1 unit. In Tanimbar Regency there are several number of Community Service Facilities.

Researchers feel the need to present data related to the number of health service facilities in Tanimbar Islands Regency. The following researcher shows a table of health service facilities in Tanimbar Islands Regency, West Southeast Maluku Regency.

Table 1.3
Number of Health Service Facilities
in Tanimbar Islands Regency in 2020

No	Uraian	Jumlah
1	Puskesmas Non Rawat Inap	4 Unit
2	Puskesmas Rawat Inap	9 Unit
5	Rumah Sakit Pemerintah	3 Unit
6	Rumah Sakit Swasta	1 Unit
7	Puskesmas Pembantu	35 Unit
8	Posyandu	146 Unit
9	Polindes	9 Unit
10	Posekesdes	18 Unit
11	Instalasi Farmasi Kab.(IFK)	1 Unit
12	Rumah Dinas Dokter	19 Unit
13	Rumah Dinas Paramedis	20 Unit
14	Sarana Komunikasi (SSB)	-
15	Klinik	3 Unit
16	Praktik Dokter Umum	3 Unit
17	Praktik Dokter Gigi	1 Unit
18	Apotik	8 Unit

Source: *Sie. Health Human Resources, 2020*

Building patient satisfaction is the core of achieving long-term profitability, and is the difference between patient expectations and the reality of the services received, in addition to knowing patient satisfaction in receiving services provided by health providers, there is also a satisfaction assessment carried out between health providers, namely between health center employees and the Health Office as a facilitator of health administration at the district level. Health providers are obliged to carry out health services in accordance with the professional code of ethics (i.e. between the government and health workers), because the code of ethics and service standards have been established and must be implemented.

The role of the government in the leading sector legislation is the Health Office, which can be divided into three tasks, namely: as a director, as a regulator and as a service implementer. The task of the Health Office is to establish, implement and monitor the rules of the health service system, ensure the balance of various parties involved in health services and develop a strategic plan for the entire health system. As a regulator, the government's task is to supervise to be able to ensure that service organizations can provide quality services, while the

role of the Health Office as an implementer, through the means of government health services, is obliged to provide quality and efficient health services.

The community demands accurate information about the expectations and health services they receive, because the expectations of customers or from the community have a big role as a measure of standards, competitions and evaluation of quality or breadth value from the community. Information related to the expectations and satisfaction of the community will be an important input for the ranks of the Health Office, for health centers or other health facilities in order to further improve the quality of their services in accordance with the expectations of consumers. The emergence of private health facilities and infrastructure will be a reason for people to choose better quality health services.

Basically, the Health Office of Tanimbar Islands Regency, West Southeast Maluku as a regulator acts as a regulator to supervise and ensure that the Technical Implementation Unit (UPT) under it can respond to complaints from patients or the community, including obstacles faced by health workers who work in health facilities, especially in health centers. The phenomenon that occurred was that the researcher wanted to know the interaction between the Health Center as the spearhead of services to the community and the Health Office in Tanimbar Islands Regency as a regulator when carrying out their respective duties in providing health services.

The problem that occurs is still the lack of information needed to be able to find out the quality of health services based on the satisfaction value and expectations of Puskesmas officers towards services at the Health Office is the basis for researchers to conduct thesis research. By referring to the dimensions of expectation and satisfaction from the aspects of realism, assurance, tangible, empathy and responsiveness.

2 Research Method

This type of research is in the form of descriptive research, which describes the research in more detail, the approach carried out is by using a qualitative approach. The location of the research was in Tanimbar Islands Regency, West Southeast Maluku Province. This research was carried out at the Tanimbar Islands Regency Health Office, West Southeast Maluku Province. This research was carried out for 3 months starting from September 8 to November 8, 2023.

3 Result and Discussion

The response from the community to the quality of service has an influence on the overall assessment of a service. The expectations and satisfaction of health center officers with the services provided to the services from the Health Office can be influenced by the service situation, for example, such as the personnel who provide the service, and the flow of the service process carried out. A measurement that can be used to be able to measure the services of the Health Office by comparing the expectations and satisfaction of the health center staff received by the researcher using:

1. Tangibel (berwujud)
2. Realibility (Keandalan)

3. Responsivens (Cepat Tanggap)
4. Assurance (Kepastian)
5. Emphaty (empati)

The following are the respondents who are the target of thesis research, as a measure:

Tabel 4.7 Jumlah Informan Utama (IU)

Inisial	Jabatan dalam PPI	Pangkat / Golongan	Nama
IU 1	Kepala Puskesmas Saumlaki	Penata Tk. I III/d	Apolonia Fenanlampir, S.Kep.Ns
IU 2	Kepala Puskesmas Lorulun	Penata Tk.I III/d	Velomina Oratmangun, SKM
IU 3	Kepala Puskesmas Alusi Kelaan	Penata Tk. III d	Laurensius Laiyan, A.Md.Kep
IU 4	Kepala Puskesmas Waturu	Penata Tk.I III/d	Comeles Batilmurik, A.Md.Kep
IU 5	Kepala Puskesmas Tutukembong	Penata Tk. I III/d	Lukas G. Luturmas, A.Md.Kep
IU 6	Kepala Puskesmas Ermyau Sormudi	Penata Muda TK I/III b	Ferdinand Labobar, SKM
IU 7	Kepala Puskesmas Larat	Penata Tk. I III/d	D. Langoru, A.Md.Kep
IU 8	Kepala Puskesmas Romean	Penata Tk.I III/d	Alexander Sainuka, AMK
IU 9	Kepala Puskesmas Namtabung	Penata Tk. III/d	Dirk D. Beruat, A.Md.Kep

Sumber Data : Pengolahan data 2023

Tabel Informan Triangulasi (IT)

Inisial	Manajemen Komite PPI	Pangkat/Golongan	Nama
IT 1	Kepala Dinas Kesehatan	Pembina Utama Muda	Dr. Edwin Tomaso

Sumber Data: Pengolahan Data Penelitian Tahun 2023

Expectations and Satisfaction of Health Center Officers on the Quality of Health Service Services in Tanimbar Islands Regency

Based on the results of the previously described research, the researcher uses the theory of Service Quality According to Pasurahman (2000): 1) Tangible, 2) Realibility, 3) Responsiveness, 4) Assurance, 5) Emphaty. Of the five (5) indicators selected, the realibility indicator was found that there were health centers that were dissatisfied with the quality of services carried out by the Health Office, namely the Waturu Health Center. Then the Responsiveness (quick response) indoctrinator of the Waturu Health Center also felt dissatisfied,

because the Health Office was slow in providing feedback on the obstacles faced by the Waturu Health Center. If viewed based on the results of the researchers' observations at the Puskesmas, it can be seen that the Waturu Health Center has a location or distance that is quite far from the city, in addition to poor network access makes information slow to be received by the Waturu Health Center. This condition causes the Waturu Health Center to be less satisfied with the quality of the Health Office's services.

Factors that determine the level of expectations and satisfaction of officers with the services of the Tanimbar Islands District Health Office

There are supporting and inhibiting factors that will influence the expectations and expectations of health center workers. For the supporting factors of the selected indicator 1). Directly Report Satisfaction, 2). Derived dissatisfaction, 3) Problem analysis, 4) importance/performance ratings. Of the nine (9) health centers that were used as respondents, all health centers felt that the indicator had been implemented optimally and had an influence on the determinants of expectations and service satisfaction from the Health Office. Based on the regulation of the Minister of Health Number 75 of 2014 concerning Health Centers, the definition of Health Centers is to be at the forefront of efforts to provide health in the community. The Health Center is a Technical Implementation Unit of the Regency/City Health Office as a government facility that provides health services to the community and first-level individual health efforts by prioritizing promotive and preventive efforts to achieve public health in their work areas. So that the variable indicator in question has an influence and is in accordance with the rules.

4. Conclusions

Based on the description of the discussion in Chapter V, the following conclusions can be drawn:

That the expectations and satisfaction of health center officers with the services of the Health Office from the selected indicators are the implementation of indicators that have not been implemented optimally, namely in the Reliability (reability) indicator of 9 health centers that are used as respondents, there are 2 health centers that feel dissatisfied with the services from the Health Office, there are still health centers that feel that the Health Office is not optimal in providing services to health workers at the health center. The slow feedback when there is a problem that occurs at the Health Center is the reason for the dissatisfaction of the Health Service Officer with the Health Office. Furthermore, the existence of health centers that are very far from the city, as well as poor road access, cause the Health Office's services to seem very slow. The Health Office is expected to be fair in providing services to Puskesmas officers, not only to Puskesmas that are close to the city, but also to Puskesmas that are far from the city.

The factors that determine the expectations and satisfaction of health center officers with services from the Health Office are greatly influenced by several indicators that are supporting factors, namely: 1). Directly Report Satisfaction, 2). Derived dissatisfaction, 3) Problem Analysis, 4) Importance/Performance Ratings. Although it is not supported by the geographical conditions of the Tanimbar Islands Regency which consists of small islands which have an influence on internet network access.

5. References

- Abdullatif. 2016. Pengaruh Harapan Pelanggan, Nilai Pelanggan dan Kualitas Pelayanan terhadap Kepuasan Pada Pengguna Jasa Kereta Commuterline Jabotabek. Universitas Islam Negeri Syarif Hidayatullah Jakarta.
- Amirullah. 2015. Pengantar Manajemen. Jakarta: Mitra Wacana Media
- Arikunto, Suharsimi. 2010. Prosedur Penelitian Suatu Pendekatan Praktik. Jakarta: Rineka Cipta
- Azwar, Azrul. Menjaga Mutu Pelayanan Kesehatan Jakarta Pustaka: Sinar Harapan : 1995
- Irawan, H. 2002 10 Prinsip Kepuasan Pelanggan. Jakarta : Elex Media Komputindo
- Freddy,R. 2006. Teknik Mengukur dan Strategi Meningkatkan Kepuasan Pelanggan. Jakarta : Penerbit PT. Gramedia Pustaka Umum
- Gerson, Richard.2004. Mengukur Kepuasan Pelanggan. Jakarta :PPM
- Kim, M.K, Park,M.C & Jeong, D.H. 2004. The effect of Customer Satisfaction and Switching Barrier Customer Loyalty in Korean Mobile Telecommunication Services. Telecommunication Policy.
- Kamus Besar Bahasa Indonesia 2008. Dari : <http://PusatBahasaKemdiknas.go.id/kbbi> (Dinkes 12 Desember 2016)
- Kolter.P and Kevin.L.K 2013 Marketing Managemen. Fourteenth Edition England : Pearson Education Limited
- Kotler dan Keller. 2009. Pengaruh Kepuasan atas Kualitas Pelayanan dan Kepercayaan terhadap Loyalitas Nasabah PT. BANK MANDIRI Tbk Cabang Muaro Padang. Jurnal. Padang. Fakultas Ekonomi Negeri Padang.
- Kolter,P. 2007. Manajemen Pemasaran Jakarta: Erlangga Tjiptono,F. 2000. Manajemen Jasa. Yogyakarta: Andy Ofiset
2001. Strategi Pemasaran Yogyakarta. Penerbit : Andi
2005. Pemasaran Jasa. Edisi Pertama Malang : Banyumedia
2006. Manajemen Jasa. Yogyakarta. Penerbit : Andi
2006. Pemasaran Jasa. Malang. Panyumedia Publishing
- 2008, Strategi Pemasaran Edisi Ke-3. Yogyakarta : ANDI
- Wijaya, Tony.2018. Manajemen Kualitas Jasa Desain Serqual. Jakarta. PT. Indeks
- Yohana, Antin. 2009. Analisa Harapan dan Kepuasan Pasien Rawat Inap
- Penyakit Dalam Terhadap Mutu Pelayanan Dokter Spesialis di RSUD Sunan Kudus. Universitas Diponegoro Semarang Indonesia