COMMUNITY SATISFACTION INDEX ON HEALTH SERVICES AT PUSKESMAS KAMAL

Deni Purnomo[1], Syamsul Arifin[2], Nuryadi[3]
Sekolah Tinggi Ilmu Ekonomi Pemuda, Surabaya, Indonesia
tobelow182@gmail.com[1] , syamsularifin.stiepemuda@gmail.com[2] ,
nuryadi.stiepemuda@gmail.com[3]

ABSTRACT

This study aims to determine the Community Satisfaction Index (IKM) for health services at the Kamal Health Center.The research method used is a quantitative approach with a descriptive approach. This study involved 98 samples and was taken by accidental sampling. The data collection technique uses a questionnaire, which is then carried out a simple linear regression test using 9 elements as listed in the Minister of Agriculture RB Number 14 of 2017 concerning Guidelines for the Preparation of Community Satisfaction Surveys. The results of the study concluded that the Community Satisfaction Index at the Kamal Health Center had run very well, with an IKM conversion value of 84.28. However, there are still shortcomings in indicators of resolution time, handling of complaints, suggestions and inputs. Meanwhile, based on the test results, the correlation coefficient between variable X and variable Y gets a value of 0.635, which means it has a positive influence. So it can be concluded that, the services provided by officers have a positive effect on the community satisfaction index at the Kamal Health Center.

Keywords: Society Satisfaction Index, Puskesmas, Health Services

1. INTRODUCTION

Public service can be interpreted as providing services (serving) the needs of people who have an interest in these public services in accordance with the main rules and procedures that have been determined, so that public services are the fulfillment of the wishes and needs of the community by state administrators. The regulation of government relations with the community in the service process is regulated through public service law regulated in Law No. 25 of 2009 concerning Public Services article (1) which states that "Public service is an activity or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident of goods, services and / or administrative services provided by public service providers".

Furthermore, it is clarified by the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2014 concerning guidelines for service standards (Minister of Health of the Republic of Indonesia, 2014).

Kamal Health Center is one of the organizers of public services in the Bangkalan Regency area. Based on the initial review that has been carried out at the Kamal Health Center, Bangkalan district, it gave results that the services provided were quite good However, each health service user has a different level of satisfaction, some health service users emphasize that the problems found in the service section where the results are not satisfactory because the services provided do not provide comfort for service users.

Health service users demand quality services not only regarding recovery from physical illness but also regarding satisfaction with the attitudes, knowledge and skills of officers in providing services as well as the availability of adequate facilities and infrastructure that can provide comfort. As the quality of service increases, the function of services at puskesmas needs to be improved in order to be more effective and efficient and provide satisfaction to patients and the community.

Given that background, researchers intend to carry out research related to public satisfaction with the quality of health services at the Kamal Health Center in Bangkalan Regency by conducting a survey or assessment of community satisfaction by using the Community Satisfaction (SKM) checklist in accordance with the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for Community Satisfaction Survey on Implementation Public Service, which has nine (9) scopes in conducting community satisfaction surveys. So the author will take the title "Community Satisfaction Survey (IKM) on Health Services at Kamal Health Center".

The problem formulations in this study are What is the Community Satisfaction Index (IKM) on health services at Puskesmas Kamal? And aims to find out the Community Satisfaction Index (IKM) in health services at the Kamal Health Center.

2. LITERATUR REVIEW

Service

Public services are all activities carried out by government agencies for all levels of society involved in an activity that provides benefits in the group or administrator body and provides satisfaction, despite the fact that it does not provide physical ties to a product. (Poltak Sinambela). The implementation of health services is all kinds of health services or strategies provided to individuals or the general public, either individually or in groups in an institution that has the aim of assisting or striving for an improvement in health in a person.

Community Satisfaction Index (IKM) according to PANRB Regulation No.14 of 2017

Based on the KepmenpanRB, there are 9 relevant, valid, and reliable indicators to measure the Community Satisfaction Index related to public services. Such indicators include:
1. Requirement
   Requirements are conditions that must be met in the management of a type of service, both technical and administrative requirements.
2. Systems, Mechanisms, and Procedures
   Procedures are standardized service procedures for service givers and recipients,

including complaints.

3. Time to Turnaround

Turnaround Time is the period of time required to complete the entire service process of any type of service.

4. Fees/Rates

Fees/Tariffs are costs charged to service recipients in managing and/or obtaining services from the organizer, the amount of which is determined based on an agreement between the operator and the community.

5. Product Specification Type of Service

Product specification type of service is the result of services provided and received in accordance with predetermined conditions. This service product is the result of each service type specification.

6. Competence of Implementers

Executor Competence is the ability that must be possessed by the executor including knowledge, expertise, skills, and experience.

7. Executor Behavior

Executive behavior is the attitude of officers in providing services.

8. Handling of Complaints, Suggestions and Feedback

Handling complaints, suggestions and inputs, is a procedure for implementing complaint handling and follow-up.

9. Facilities and infrastructure

Means are everything that can be used as a tool in achieving goals and objectives. Infrastructure is everything that is the main support for the implementation of a process (business, development, project). Means are used for moving objects (computers, machines) and infrastructure for immovable objects (buildings).

The study's hypothesis assumptions are outlined in the literature assessment's executive summary as follows:

H1: There is a positive influence on the value of public satisfaction with health services

3. RESEARCH METHOD

Research design

This research will use quantitative methods, quantitative research methods are research whose results are presented in the form of descriptions using numbers and statistics (Fatihudin, 2022). This method is intended to explain the community satisfaction index as an independent variable, on health services.

Population and Sample

The population to be used in this study is people who are receiving services at the Kamal Health Center from the beginning of May-June 2023, which is 2040 patients. This study used *accidental sampling* with a total of 100 respondents using the *slovin formula.*

Data Collection Technique

This researcher used a questionnaire method to the community who use health services at the Kamal Health Center. The classification of questionnaire result data based on 5 (five) categories that have been determined in the following table:

Table 1. Research Criteria

No	Score	Research Criteria
1	81-100	Very satisfied
2	61-80	Satisfied
3	41-60	Quite Satisfied
4	21-40	Less Satisfied

5	0-20	Very Dissatisfied

Data Analysis Methods

The data analysis technique used in this study is quantitative analysis. By performing a classical assumption test, with a normality test, a heterokedasticity test, an autocorrelation test, then doing a simple linear regression test.

In conducting hypotheses with partial tests (t tests), and analysis of the coefficient of determination using formulas:

Y= a + bX+e

Where:

Y= Dependent variable (community satisfaction)

X= Free variable (health services)

a = Constant

b = Regression Coefficient

The research variables include nine IKM measurement indicators (requirements, service procedures, time, cost, product specifications, executive competence, implementing behavior, complaint handling, and availability of infrastructure). Data collection using interview techniques. The data that has been collected is then entered and processed with the help of computers. The data processing steps consist of editing, coding, entry, and cleaning data. Data analysis used guidelines for preparing a community satisfaction survey consisting of nine IKM indicators. After the data is analyzed, the data is presented in the form of tables and narratives (Digdowiseiso, 2017).

4. RESULTS AND DISCUSSION

Description of Respondent Characteristics

The presentation of data in this study is in the form of classification of respondents based on gender, last education, type of work, marital status, type of service. Data on gender is dominated by women by 58%, while men are as much as 42%. Respondents with characteristics based on the last education were dominated by respondents with the last education of junior high school / equivalent with a percentage of 34% or a total of 34. Respondents' characteristics based on occupation are dominated by other jobs as much as 65% or 65 people. And the type of service chosen was dominated by general poly patients as many as 41 patients or 41.8%.

Results and Discussion

Classical Assumption Test

Before performing a simple linear regression test, several classical assumption tests are needed that can be done by doing IBM SPSS software, including:

Normality Test

Table 2. Normality Test Results

Statistical Test	0.94

Source : Processed Primary Data, 2023

Based on the results of the normality test, the significance value is known to be 0.194 > 0.05, it can be concluded that the residual value is normally distributed, then the results of this analysis can continue on a simple linear regression test.

Heteroscedasticity Test

Table 3. Heterokedasticity Test Results

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.096	1.339		1.566	.121
	Pelayanan Kesehatan	-.014	.061	-.023	-.228	.820

a. Dependent Variable: RES2

Output analisis: absolut residual 0.820 > 0.05, sehingga dapat disimpulkan bahwa tidak terjadi pemasalahan heterokedastisitas.
Hipotesis Simple Linear Regression Test
Simple Linear Regression Equation

Table 4. Simple Linear Regression Test Results

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	25.670	2.935		8.748
	Kepuasan Masyarakat	.578	.132	.405	4.386

a. Dependent Variable: Pelayanan Kesehatan

Analysis output: the consistent value of the community satisfaction variable was 25,670 and the health service regression coefficient was 0.578. The regression coefficient is positive.
Results of Hypothesis Test

The t-Test is utilized to test hypotheses and evaluate how the independent variable influences the dependent variable using the following criteria: (1). Based on the probability value with α = 0.05, if the Prob value ≤ 0.05 then H0 is rejected and Ha is accepted, if the Prob value > 0.05 then H0 is accepted and Ha is rejected. (Zahriyah et al., 2021).

Table 5. Simple Linear Regression Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	25.670	2.935		8.748	<.001
	Kepuasan Masyarakat	.578	.132	.405	4.386	<.001

a. Dependent Variable: Pelayanan Kesehatan

Based on the a value of 0.001 <0.05 is obtained, so it can be concluded that the variable of community satisfaction (X) has a positive effect on health services (Y).
Coefficient of Determination Test Result

Table 6. Coefficient of Determination Test Result

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.638^a	.408	.399	1.361

a. Predictors: (Constant), Kepuasan Masyarakat

b. Dependent Variable: Pelayanan Kesehatan

The table above shows the magnitude of the correlation or relationship (R) which is 0.638. And *the R Square (R2)* value of 0.408 means that the percentage of influence of service quality variables on the community satisfaction index is 40.8%.
Results of the Presntation of Community Satisfaction Indicators

Table 6. Indicator Presentation Results

No	Indicators	IKM Conversion Value	Category
1	erms of Service	90	otally Agree
2	System, Mechanism, and Prosuder	87,6	otally Agree
3	Time to Turnaround	74,4	Agree
4	Fees/Rates	90	otally Agree
5	Product Specification Type of Service	93,8	otally Agree
6	Competence of Implementers	88,4	otally Agree
7	Executor Behavior	88,6	otally Agree
8	Handling of Complaints, Suggestions and Feedback	82,8	Agree
9	Facilities and Infrastructure	72,2	Agree

Source : Processed Primary Data, 2023

Based on the data above, it was found that the results on the service element got a value of 90 (A), which means very agree, as well as in the second element got a value of 87.6 (A), where the service satisfaction was very agreeable. While the completion time element gets a value of 74.4 (B) which means agree, element number 5 regarding the tariff gets satisfaction very agree, with a value of 90 (A). Furthermore, in the product element, the service type specification received the highest score, which is 93.8 (A) with a level of satisfaction strongly agreed. On the competence of the implementer, the result obtained amounted to 88.6 (A), which means strongly agree. Element number 8, namely the handling of complaints, suggestions and inputs, received a satisfactory level of approval, with a value of 82.8 (B), and the last in the facilities and infrastructure component received a value of 72.2 (B) with a level of satisfaction agree.
The discussion of each indicator will be presented as follows:

Terms of Service at Kamal Health Center
Based on the data from the research and after tabulation, it was found that the service conditions at the Kamal Health Center were very agreeable, with an IKM conversion value of 90. This is because the requirements for the waiters given are considered very

easy and clear, namely people only need to bring their identity in the form of KTP or KK to register, even if they forget to bring their identity, people can show proof of identity photos without having to return again.

Systems, Mechanisms, and Procedures at Kamal Health Center
The existence of clear service flow information, both in the form of notice boards, and brochures regarding the available service flows, which can be read and accessed, is very helpful for the community who will conduct inspections. This is evidenced by the conversion value of SMIs in service procedure indicators getting very good results, which is 87.6. Easy and clear procedures are one of the steps that can be used to make Kamal Health Center as one of the main goals in getting services in the health sector.

Time to Turnaround
The completion time indicator in carrying out services at the Kamal Health Center shows a conversion value of 74.4 (B), which means it is good. Puskesmas Kamal has set a standard service time for each service to be carried out, so that in medical treatment the process is in accordance with the SOP that has been set. It's just that limited resources have caused people to wait in lines which are sometimes quite long. This makes the level of community satisfaction reduced.

Fees/Rates at Kamal Health Center
The cost/tariff set by the Kamal Health Center is very in line with the expectations of the Kamal community, this is shown by the results of the conversion value of the community satisfaction index, which is 90. In accordance with the circular letter from the Bangkalan Regency Government, people who carry their identity can get services for free. This is also related to government programs that strive for Universal Health Coverage (UHC) for the Indonesian people, making it easier for underprivileged people.

Product Specification Type of Service at Kamal Health Center
In carrying out each specification of the type of service at the Kamal Health Center, in general it is in accordance with the expectations of the community, and is accepted in accordance with the provisions that have been set. Based on table 4.11, it shows that the IKM conversion value in this indicator gets the highest value, which is 93.8. The Kamal community feels that the types of services available at the Kamal Health Center already cover all aspects of health services, especially for the elderly, so there is no need to go to health facilities that are quite far away.

Competence of Implementers at Kamal Health Center
In the competency indicator of implementers at the Kamal Health Center, the value obtained was 88.4. This means that the Kamal community is satisfied with the competence of the health service implementers on duty. The intellectual ability, and skills possessed by officers are undoubted, because every medical personnel must have a registration certificate before serving. But there are still people who consider officers to be less suitable in carrying out their duties, so there is a need for comprehensive competency improvement.

Executive Behavior at Kamal Health Center
In table 4.11, the result of IKM conversion from implementing behavior indicators is 88.6. So it can be said to be in line with people's expectations. The behavior of officers is a form of their appreciation for patients or the community. This kind of thing is very much felt by the community, if they are served well and politely and appreciate the

community, the level of community satisfaction in the Kamal Health Center work area will certainly increase. Indirectly, the behavior given by health workers can help the patient's recovery process psychologically.

Handling Complaints, Suggestions and Input at Kamal Health Center
The handling of feedback and input on services at the Kamal Health Center can be said to be in accordance with the expectations of the community. The results showed an IKM conversion value of 82.8. The discussion above shows that the community is satisfied with the handling of complaints, suggestions and inputs at the Kamal Health Center, but there are still people who consider the handling of complaints, suggestions and inputs to be incompatible with the handling of complaints, suggestions and input desired, so efforts need to be made to continue to improve services in serving the community.

Facilities and Infrastructure at Kamal Health Center
The last element in assessing community satisfaction is facilities and infrastructure. The results of data tabulation regarding facilities and infrastructure in Kamal Health Center get the lowest conversion value, which is 72.2. Facilities and infrastructure in public services are very important for the comfort of the community, especially a clean scope, as well as adequate facilities, so as to provide maximum service. People complain that the patient's waiting room is not spacious, seating is also still lacking, not infrequently patients who come have to wait while standing because they run out of seats so they feel uncomfortable and environmental cleanliness is lacking. The condition of the toilet is not clean, besides that the facilities and infrastructure supporting services are also considered incomplete so that many patients only get modest treatment which is then referred to the hospital for further treatment. So there needs to be an effort to improve the quality of existing facilities and infrastructure.

5. CONCLUSION
Of the nine indicators assessed, the highest perception of service is in the product indicator of service type specifications which received a value of 93.8. Meanwhile, there are two indicators that get the lowest average value, namely in the element of completion time with a value of 74.4 and facilities and infrastructure which get a value of 72.2. This means that it should be used as evaluation material to improve the quality of service.

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