

Community Satisfaction Index (CSI) Regarding Outpatient Services at UPTD Puskesmas Batumandi Subdistrict, Balangan District

Norhidayah¹, Nasripani², Anna Maryati³

^{1,2,3}Public Administration Study Program, Amuntai College of Administrative Sciences, Indonesia

Email: norhidayahssosma@gmail.com, nasripani1@gmail.com, maryatianna3@gmail.com

Abstract

This research is motivated by service problems in the unclear way of online registration due to lack of information or the information provided should reach the community quickly and accurately, waiting rooms for people who are outside the room so they complain about the heat, parking lots that are still makeshift, and officers who are still lacking in discipline for providing prompt and good service to patients. Based on the above, this study aims to determine the Community Satisfaction Index (IKM) for Outpatient Services at the UPTD Puskesmas Batumandi Sub District, Balangan District. The method used in this research is descriptive quantitative, with a sample of 98 respondents. Collecting data in this study by means of observation, questionnaires, and documentation. The sampling technique used is incidental sampling. In analyzing the data using general guidelines for compiling the Community Satisfaction Index. The results showed that the Community Satisfaction Index (IKM) for Outpatient Services at the UPTD Puskesmas Batumandi Sub District, Balangan District obtained an index value of 3.25 and the community satisfaction index value after being converted was 81.1 so that the service quality was "B" Based on the results of research conducted, the Community Satisfaction Index (IKM) value for Outpatient Services at the UPTD Puskesmas Batumandi Sub District, Balangan District has reached a "good" value. By knowing the quality values at the Batumandi Health Center, overall good results were obtained, although in some elements there were still some that did not meet the values for each element that had been listed in Permenpan No.16 of 2014, so the researchers provided advice to the Head of UPTD Batumandi Health Center to improve facilities and infrastructure, for example by improving and clarifying better service flow so that new patients can easily understand it and adding or repairing parking lots. to employees to be more disciplined in providing services, and to provide services in accordance with what has been promised to the community.

Keywords: Community Satisfaction Index (IKM), Outpatient Services, Service Quality, Public Health Center (Puskesmas), Patient Satisfaction

1. Introduction

A. Background

Healthcare services for all citizens are the responsibility of the government, as mandated by law. One form of healthcare service is public service. The Batumandi Community Health Center is located in Hamparaya Village, Batumandi District, Balangan Regency, and has a working area of 104 km², serving 12 villages with a population of 13,671 people. This includes 6,972 male residents and 6,699 female residents within the Batumandi Community Health

*Corresponding author
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: norhidayahssosma@gmail.com

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Center's working area. Based on the results of the initial observation, where the researcher found the process of health services in increasing community satisfaction with health services at the UPTD Puskesmas Batumandi. Regarding what the researcher observed, both toward service users and Puskesmas employes, the researcher found several phenomena occurring at the UPTD Puskesmas Batumandi, Balangan Regency, namely:

1. The lack of clarity in the online registration process, due to insufficient or inaccurate information, should be communicated to the public quickly and accurately. This has led some patients to feel discriminated against because online registrants are prioritized over those who register directly at the Puskesmas.

2. The waiting area for the community is located outdoors, causing them to complain about the heat while waiting. Additionally, the lack of information media available at the Batumandi Community Health Center makes it difficult for the community to find information, whether it's about room locations or the intended service stages. Furthermore, the parking area is still inadequate.

3. Staff who are still lacking discipline in providing fast and good service to patients, specifically in the administrative registration process. The staff appeared unenthusiastic and not quick. During the process, staff were found chatting in their offices, causing long and disorganized patient queues. It can be concluded that the staff of the Batumandi Health Center in Balangan Regency must always improve the quality of service to create satisfaction that can be felt by the community. The services provided by the Batumandi Public Health Center (UPTD Puskesmas) must be more responsive and understanding of community complaints. The public will feel satisfied if the perceived performance meets their expectations; conversely, the public will feel disappointed if the perceived performance falls below their expectations, such as when employes are not efficient in the tasks assigned to them. Considering the above background, research is needed on fast, friendly, efficient, and maximum service. Therefore, the title chosen is "Community Satisfaction Index (IKM) Toward Outpatient Services at UPTD Puskesmas Kecamatan Batumandi, Balangan Regency." B. Problem Formulation Based on the background and problem identification presented above, there are several problem formulations that will serve as the basis for this research, namely: How high is the Community Satisfaction Index (IKM) toward Outpatient Services at UPTD Puskesmas Kecamatan Batumandi, Balangan Regency? C. Research Objectives The objective of this research is to determine the level of the Community Satisfaction Index (IKM) regarding outpatient services at the UPTD Puskesmas in Batumandi District, Balangan Regency.

Literature Review

Community Satisfaction Community satisfaction is the public's opinion on the services they receive from public service providers, comparing their expectations and needs (Permen PAN number 16 of 2014). Every service provided is always oriented toward the goal of public satisfaction. According to Purnama, a person's satisfaction can be seen from the level of service they receive. The signs of such satisfaction are identified as follows: a. Happiness or disappointment with the treatment or service received or provided. b. Complaining or expressing expectations about treatment that should have been received or obtained. c. Disapproving or disagreeing with something related to their interests. d. Desiring the fulfillment of needs and wants regarding various services received.

B. IKM Assessment

Method Satisfaction level is a function of the difference between perceived performance and expectations. In the context of satisfaction, society's expectations are generally what society anticipates or estimates it will receive. The level of satisfaction obtained by patients is closely related to the quality standards of goods/services they will experience. The nature of satisfaction is subjective, but it can be measured thru a satisfaction index. Therefore,

community satisfaction according to Permen PAN No. 16 of 2014 can be classified as follows:

- a. Satisfied The community will feel satisfied if the performance of the healthcare services they receive is equal to or exceeds their expectations.
- b. Dissatisfied The community will feel dissatisfied if the performance of the healthcare services they receive does not meet their expectations.

C. IKM Elements

According to Permen PAN Number 16 of 2014 in the ministerial regulation and bureaucratic reform regarding guidelines for public satisfaction surveys on the provision of public services. From these regulations, there are 9 aspects related to public satisfaction with the quality of service provided by service employees/officers, namely:

- a. Requirements Requirements are the conditions that must be met when processing a type of service, including both technical and administrative requirements.
- b. Procedure Procedure is the standardized service method for both service providers and recipients, including complaints.
- c. Service Time Service time is the duration required to complete the entire service process for each type of service.
- d. Cost/Tariff Cost/Tariff is the fee charged to service recipients for managing and/or obtaining services from the provider, the amount of which is determined by agreement between the provider and the public.
- e. Product Specification - Type of Service Product specification - type of service is the result of the service provided and received in accordance with the established regulations. This service product is the result of each type of service specification.
- f. Executor Competencies Executor competencies are the abilities that executors must possess, including knowledge, skills, and practical application.
- g. Executor Behavior Executor behavior is the attitude of officers in providing service.
- h. Service Information Service information is a statement of the organizer's willingness and obligation to provide services in accordance with service standards.
- i. Handling Complaints, Suggestions, and Feedback Handling complaints, suggestions, and feedback is the procedure for handling and following up on complaints.

D. Conceptual Framework

This research is motivated by the desire to assess the level of the Community Satisfaction Index, particularly in the category of healthcare services. Therefore, this study aims to determine the public's perception of the Community Satisfaction Index regarding outpatient services provided to the community as users of these services in the Batumandi District, Balangan Regency. This is indicated by the level of the Community Satisfaction Index based on the measurement of IKM indicators or elements according to Permenpan No. 16 of 2014 regarding guidelines for compiling public service provider community satisfaction surveys.

2. Research Method

A. Research Approach

In this thesis, the author uses a quantitative research approach [1], [2], [3], [4] quantitative research methods can be defined as research methods based on the philosophy of positivism, used to study specific populations or samples, with sampling techniques generally done randomly, data collection using research instruments, data analysis being quantitative/statistical, and the aim being to test established hypotheses.

B. Research Type

The definition of descriptive [1], [5], [6], [7] is research conducted to determine the value of independent variables, whether one or more (variables that stand alone). However, in a broader sense of research methods, descriptive research encompasses a wider range of research methods beyond historical and experimental methods, and is more commonly referred to as survey methods. The work of researchers is not only to provide a picture of phenomena, but also to explain relationships, test hypotheses, make predictions,

and derive meaning and implications from a problem they want to solve. C. Population and Sample

1. Population [1], [8], [9], [10] population is a generalization area consisting of objects or subjects that have certain qualities and characteristics, determined by researchers to be studied and then conclusions are drawn. The population in this study consists of 6,186 outpatients visiting the Batumandi Community Health Center in Balangan Regency. 2. Sample [1], a sample is a portion of the population with the same characteristics as the population. The method used in drawing this sample is incidental sampling [1], [11], [12], [13], [2]. incidental sampling is a sampling technique based on chance, whereby anyone who happens to meet the researcher can be used as a sample, if the person encountered is considered suitable as a source of data. If the population size (N) = 6,186 (number of outpatient visitors) and (e) = 10%, then the minimum sample size for the study is as follows: rounded to 98. Therefore, the sample size to be studied is 98 individuals. D. Data Collection Techniques 1. Observation [1], observation is a data collection technique with specific characteristics compared to other techniques. Observation is not limited to people, but also to other natural objects. Observations were conducted to explore the chosen problem in the research. So it functions as an exploration. From these results, we can gain a clear picture of the problems and the guidance needed. 2. Questionnaire [1], a questionnaire is a data collection technique carried out by providing a set of written questions or statements to respondents for them to answer.

The questionnaire is compiled based on the Regulation of the Minister of Administrative and Bureaucratic Reform No. 16 of 2014 concerning general guidelines for compiling the Public Satisfaction Survey of Government Agency Service Units. 3. Documentation [14], [4], [15], documentation is a method used to obtain data and information in the form of books, archives, documents, numerical and written images, reports, and explanations that can support research. Documentation is used to collect data which is then examined. E. Data Analysis Techniques Bogdan and Biklen in Moleong state that data analysis is the effort made by working with data, organizing data, breaking it down into manageable units, synthesizing it, searching for and finding patterns, discovering what is important and what is learned, and deciding what can be told to others.

In measuring the research score, this study uses the data processing technique of the Community Satisfaction Index (IKM) analysis in accordance with Permen PAN Number 16 of 2014 concerning Guidelines for Preparing Community Satisfaction Surveys for public service providers, using a Likert scale. A Likert scale is a scale used to measure a person's perception, attitude, or opinion regarding a social phenomenon. There are 9 elements studied in calculating the Community Satisfaction Index (CSI), and each service element has the same weight.

3. Results and Discussion

In analyzing the data, the researcher used the guidelines for developing a community satisfaction survey based on Permenpan No. 16 of 2014, which consists of 9 indicator elements that are the core questions measured to determine the level of community satisfaction. These nine elements are detailed in the questionnaire.

1. Calculation of the Satisfaction Score per Element for the 9 elements evaluated:

Table 1. Score Value Per Element

No	Satisfaction Element	Value Per Element
1	Requirements	321
2	Procedure	311
3	Service Hours	321
4	Cost/Rate	320
5	Product Specifications Service Type	326
6	Implementing Competencies	320
7	Executive Behavior	327
8	Service Information	317
9	Handling Complaints, Suggestions, and Feedback	328

Data source: element score data, processed in Excel 1. Calculation of Average Element Satisfaction Score for 9 evaluated elements:

Table 2. Average Value Per Element

No	Satisfaction Element	Value Per Element: Number of Respondents	Average Value Per Element
1	Requirements	321 : 98	3,276
2	Procedure	311 : 98	3,177
3	Service Hours	321 : 98	3,27
4	Cost/Rate	320 : 98	3,265
5	Product Specifications Service Type	326 : 98	3,321
6	Implementing Competencies	320: 98	3,269
7	Executive Behavior	327 : 98	3,337
8	Service Information	317 : 98	3,235
9	Handling Complaints, Suggestions, and Feedback	328 : 98	3,347

Data source: element-by-element score data, processed in Excel

1. Calculation of the Weighted Average Satisfaction Score for the 9 elements evaluated:

Weighted NRR = NRR Per Element x 0.11

Table 3. Weighted Average Value

No	Elements of Satisfaction	NRR per element x 0.11	Weighted Average Value
1	Requirements	3,276 x 0,11	0,36
2	Procedure	3,177 x 0,11	0,349
3	Service Hours	3,270 x 0,11	0,36
4	Cost/Rate	3,265 x 0,11	0,359
5	Product Specifications Service Type	3,321 x 0,11	0,365
6	Implementing Competencies	3,269 x 0,11	0,36
7	Executive Behavior	3,337 x 0,11	0,367
8	Service Information	3,235 x 0,11	0,356
9	Handling Complaints, Suggestions, and Feedback	3,347 x 0,11	0,368

Data source: element-by-element score data, processed in Excel

Researchers performed calculations based on the number of questionnaires obtained, as follows: $0.360 + 0.349 + 0.360 + 0.359 + 0.365 + 0.360 + 0.367 + 0.356 + 0.368 = 3.244$. Therefore, the index value is 3.244. Knowing that the index value at the Batumandi Public Health Center UPTD in Balangan Regency is 3.244, the service unit IKM value is then calculated after conversion, which is the service unit IKM interval value \times Basic Value $25 = 3.244 \times 25 = 81.1$. It can be concluded that the quality of service at the UPTD Puskesmas Batumandi in Balangan Regency is categorized as B, meaning the service unit's performance is Good. It is known that the overall results for quality at the UPTD Puskesmas Batumandi in Balangan Regency are good. However, there are still some notes for continuous service improvement.

4. Conclusion

The Community Satisfaction Index for Outpatient Services at the Batumandi Public Health Center UPTD in Balangan Regency, using 9 indicators in accordance with Permenpan Number 16 of 2014 concerning Guidelines for Community Satisfaction Surveys on the Implementation of Public Services, the researcher obtained a cumulative Community Satisfaction Index value of 3.244, which is equivalent to the conversion interval value of 81.1. Therefore, the performance of this public service unit can be categorized as "Good" (B). Of the 9 elements studied, all 9 were categorized as good: Requirements with an average element score of 321, Procedures with an average element score of 311, Service Time with an average element score of 321, Costs/Tariffs with an average element score of 320, Product Specifications for Service Type with an average element score of 326, Executor Competence with an average element score of 320, Executor Behavior with an average element score of 327, Service Information with an average element score of 317, and Handling of Complaints, Suggestions, and Input with an average element score of 328. The factors influencing the Community Satisfaction Index at the Batumandi UPTD Puskesmas are supporting factors and hindering factors. Factors supporting the level of public satisfaction include: Ease of Requirements, Behavior of Service Personnel, Timeliness of Service, Handling of Complaints, Suggestions, and Feedback. This factor is an important aspect in achieving the level of satisfaction felt by the community as recipients of services at the Batumandi District Public Health Center (UPTD Puskesmas) in Balangan Regency. This supporting factor must be maintained or even improved to achieve the goals of providing public services. As for the factors that hinder the implementation of public services, they are: 1. Service Facilities and Infrastructure: The role of service facilities is crucial, alongside the role of the human resource element itself. The continued presence of some facilities that are still considered limited and inadequate, such as the outdoor waiting area which makes people feel uncomfortable, and the parking area which is still basic, with many staff and members of the public parking their vehicles haphazardly. 2. Service Procedures. The service procedure flow chart being displayed inside the room and not near the registration area is one of the obstacles to the implementation of service delivery, as it makes the public feel confused about the service procedures they need to go thru. 3. Staff Competency, meaning employees who are not very efficient, such as staff who are on their phones and chatting during service hours. The above factors can hinder the implementation of public services and can impede the achievement of the goals of public service delivery. Relevant agencies must immediately find solutions to the existing problems so that public services can be delivered effectively and efficiently. B. Suggestions Based on the research conducted regarding the Community Satisfaction Index for Outpatient Services at the UPTD Puskesmas in Batumandi District, Balangan Regency, the author provides the following suggestions: 1. It is recommended that the Head of UPTD

Puskesmas Batumandi improve facilities and infrastructure, such as by repairing and clarifying the service flow for better understanding by new patients, and by adding or improving parking areas. 2. It is recommended that employees be more disciplined in providing services and serve according to what has been promised to the community.

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