

# Community Satisfaction Survey in “Widodaren” Community Health Center

*by Suparji Suparji*

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## Community Satisfaction Survey in “Widodaren” Community Health Center

Tutiek Herlina<sup>1\*</sup>, Heru Santoso Wahito Nugroho<sup>1</sup>, Suparji<sup>1</sup>, Supriasih<sup>2</sup>

<sup>1</sup> Health Polytechnic of the Ministry of Health Surabaya Address: Jl. Jend S Parman 1, Magetan, Jawa Timur, Indonesia, 63318.

<sup>2</sup> Widodaren Community Health Center, Ngawi Regency.

\*Corresponding Author: Tutiek Herlina

### Abstract

**Introduction:** Community Health Center as health service unit that was the forefront of basic health services was expected to provide quality health services in accordance with community needs. Widodaren Community Health Center was one of Community Health Center in Ngawi Regency area which since 2015 has a full “BLUD” (Regional Public Service Agency) status, and all villages were still in pra advisory village's status. To saw how much quality of health services, it was necessary Community Satisfaction Survey (CSS). The purpose of implementing CSS was to measure level of community satisfaction with basic health services by the Widodaren Community Health Center, Ngawi Regency in 2019. Community Health Center as health service unit that was the forefront of basic health services was expected to provide quality health services in accordance with community needs. Widodaren Community Health Center was one of Community Health Center in Ngawi Regency area which since 2015 has a full “BLUD” (Regional Public Service Agency) status, and all villages were still in pra advisory village's status. To saw how much quality of health services, it was necessary Community Satisfaction Survey (CSS). The purpose of implementing CSS was to measure level of community satisfaction with basic health services by the Widodaren Community Health Center, Ngawi Regency in 2019. **Methods:** This research was survey. Samples were part of community who use health services at Widodaren Community Health Center who were selected by quota sampling technique. Variables studied were the level satisfaction of health services provided community health center. Collecting data with questionnaire. Data analysis with calculating the Community Satisfaction Index. Presentation of data in the form of tables and spider web diagrams. **Results:** The results showed that there was an influence of the physical activity model (*Gambo Rasa*) on blood glucose levels of type-2 diabetes mellitus. Results of this research are the service quality in all service units was above the target of 85, and an average of 88.187. Six service units were in excellent category and three service units in good category. Service quality based on service dimensions was above the target of 3,395 and an average of 3,530. **Discussion and Conclusion:** Four dimensions in excellent category and five dimensions in good category. The service quality of Widodaren Community Health Center in all service units and all dimensions are in good and excellent categories. As an effort to improve quality services, it is necessary survey of needs or expectations of the latest, and satisfaction survey in 2020 as an evaluation of quality improvement efforts that have been made based on the results of CSS at 2019.

**Keywords:** Survey, Satisfaction, Community, Service, Community Health Center.

### Introduction

Community Health Center as a health service unit that was at the forefront of basic health services were expected to provide quality health services in accordance with market or community needs, thus the Community Health Center need to improve services so that they were able to compete developed and grew [1]. As an institution in charge of providing services to the community, community health centers must

always improve and maintain the quality of health services. Explained that there were many ways to measure the quality of service to customers, but the most important quality indicator was the level of customer satisfaction [2]. The expert stated that the measurement of the quality of service products or goods, the most important thing was the quality according to customer perceptions, which was measured in the form

of the level of satisfaction. Widodaren Community Health Center was one of the Community Health Center in the Ngawi Regency area which since 2015 has a full "BLUD" (Regional Public Service Agency) status, and all villages were still in the status of Pra Advisory Villages.

To see how much the health service quality of Widodaren Widodaren Community Health Center, it was necessary to carry out a community satisfaction survey (CSS) for basic health services provided according to the perception of the community as customers, so that they can be used as a reference for the development and improvement of sustainable service quality and realizing good corporate governance.

## Methods

This research was a survey research, which describes the satisfaction of the community as customers with the services provided by the health center. The research sample was part of the community who used health services at the Widodaren Public Health Center who were selected using a quota sampling technique. Each service unit at the main health center, namely patient registration, general clinic, dental clinic, maternal clinic, medicine room, and inpatient quota was each given a quota of 20

customers, while specifically for auxiliary Community Health Center, a quota of 10 customers is given, with the consideration that the average customer visits at the auxiliary Community Health Center it was lower than the average of customer visits at the main Community Health Center.

The variable studied was the level of satisfaction with the health services provided by the health center. Data collection by instrument in the form of a questionnaire developed based on the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 14 of 2017 concerning "Guidelines for Community Satisfaction Survey on Public Service Delivery" [2, 3]. Data analysis by calculating the community satisfaction index. Presentation of data in the form of tables and spider web diagrams.

## Results

Table 1 and Figure 1 show that the quality of service in all service units at the Widodaren Community Health Center is in excellent and good categories. Excellent quality values are obtained by the Registration and Record room, Oral and Dental Health room, Maternal Health room, Action and Emergency room, Inpatient room.

Table 1: Community Satisfaction of Widodaren Health Center Services Based on the Service Unit

Unit	Target	Outcome	Description
Registration and Record Room	85,00	88,4375	A (Excellent)
General Examination Room	85,00	88,0409	B (Good)
Oral and Dental Health Room	85,00	89,3750	A (Excellent)
Maternal Health Room	85,00	89,1406	A (Excellent)
Pharmacy Room	85,00	86,5625	B (Good)
Laboratory Room	85,00	87,7344	B (Good)
Action and Emergency Room	85,00	89,0625	A (Excellent)
Inpatient Room	85,00	88,8281	A (Excellent)
Physiotherapy Room	85,00	87,4219	B (Good)
Gerih	85,00	87,0313	B (Good)
Randusongo	85,00	87,5000	B (Good)
Mean		88,1875	B (Good)

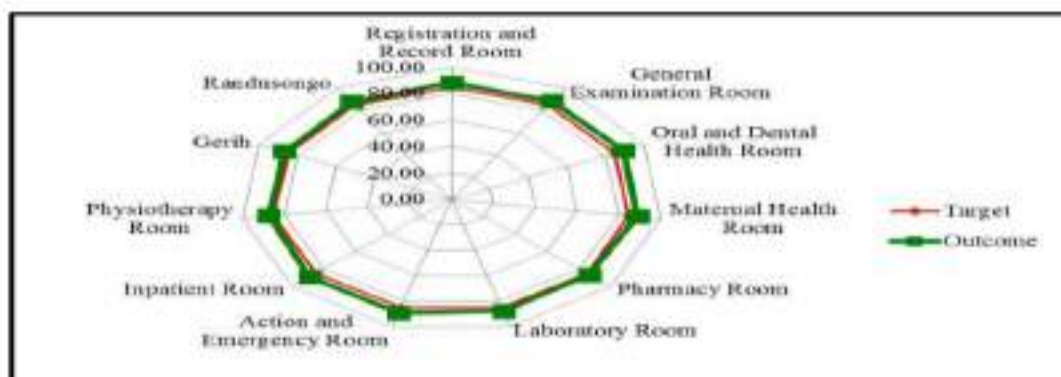


Figure 1: Community Satisfaction of Widodaren Health Center Services Based on the Service Unit

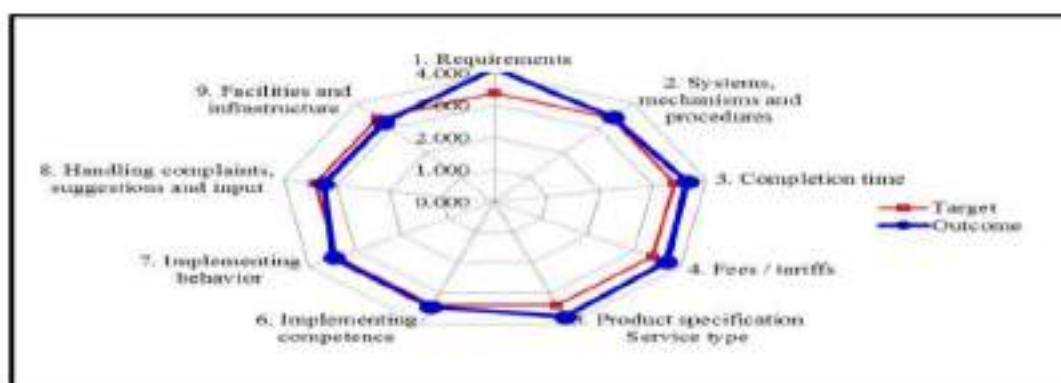


Table 2 and Figure 2 show that the quality of service in all service dimensions at Widodaren Community Health Center is in excellent and good categories. Excellent

quality values are obtained in the dimensions of service requirements, completion time, fees, and product specification services.

**Table 2: Community Satisfaction of Widodaren Health Center Services Based on the Service Dimensions**

Dimension	Target	Outcome	Description
1. Requirements	3.395	4.136	A (Excellent)
2. Systems, mechanisms and procedures	3.395	3.433	B (Good)
3. Completion time	3.395	3.640	A (Excellent)
4. Fees / tariffs	3.395	3.698	A (Excellent)
5. Product specification Service type	3.395	3.795	A (Excellent)
6. Implementing competence	3.395	3.400	B (Good)
7. Implementing behavior	3.395	3.463	B (Good)
8. Handling complaints, suggestions and input	3.395	3.238	B (Good)
9. Facilities and infrastructure	3.395	3.220	B (Good)
<b>Mean</b>		<b>3.530</b>	<b>B (Good)</b>



**Figure 2: Community Satisfaction of Widodaren Health Center Services Based on the Service Dimensions**

## Discussion

The results of measuring the quality of health services provided by the Widodaren Community Health Center based on service units and service dimensions are in the good and excellent categories. This shows that the basic health services provided by Community Health Center as an institution in charge of providing public services have succeeded in meeting the government's expectations, as stated in Constitution number 25 of 2009 concerning Public Services, that public services are activities or a series of activities in order to meet service needs [4].

In accordance with the constitution and regulations for every citizen and resident of the goods, services and or administrative services provided by public service providers. Community Health Center has succeeded in providing services in the form of services to the community, both in the form of health services and related administrative services [2, 3, 4]. Service quality is measured based on

the perception of society as a customer. So whatever the reality, if the customer is satisfied or very satisfied, the service is said to be of quality, and vice versa if the customer is not satisfied or very dissatisfied, the service can be said to be of low quality. The characteristics of the community as Community Health Center customers must always be followed by its development. The increase in social status, economic status, and the level of community education will affect the level of their expectations of the health services provided by the Community Health Center.

The provision of the same service this year can be perceived differently by the community for the coming year as a result of the increase in education, knowledge and community experience. This happens because basically community satisfaction with health services is the result of community assessment of the services they receive

according to the standards they have previously set [2, 5, 6, 7].

To improve and maintain the quality of health services at Community Health Center, all services provided must refer to the most important standard, namely expected quality, namely the level of service quality expected by the community [8, 9]. People no longer only expect quality (the higher quality of available services), but also expect quantity (more types of services).

So it is necessary to carry out additional studies such as a survey of community needs or expectations of public health center services. The results of this survey can be used as a reference to determine the development of community expectations for Community Health Center services, so that everything that is needed by the community can be well anticipated. In this way, the Community Health Center as the spearhead of health services in the community always makes quality improvements according to what the community expects as service users [9, 10].

Community Health Center provide services in the form of services, and according to Nugroho (2011) this type of service is more difficult to measure the quality of compared to services that provide goods, which are generally tangible or can be seen clearly, such as shape, color, texture, size and so on [2, 11, 12]. When using Community Health Center services there are only a few tangible dimensions, such as physical facilities and service provider personnel themselves. The rest are intangible dimensions which are relatively difficult to assess.

The characteristics that exist in services make it difficult for researchers to determine what determines the quality of health services by Community Health Center [12]. Therefore, the measurement of the quality of health center services must be carried out carefully with reference to the appropriate service quality measurement methodology.

## Conclusion

The service quality of Community Health Center Widodaren in all service units and all service dimensions is good and very good category. As an effort to improve the quality of Community Health Center services, it is necessary to carry out a survey on the needs

or expectations of the community for Community Health Center services, to know clearly about the latest community expectations for Community Health Center services, and it is necessary to carry out a community satisfaction survey in 2020 as an evaluation of the quality improvement efforts that have been carried out based on the results of community satisfaction survey in 2019.

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