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Quality of Health Services at Ilu Health Center of Ilu District, Puncak Jaya Regency, Central Papua Province

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Abstract. The purpose of this study was to determine and analyze the quality of outpatient services at the Ilu Health Center, Ilu District, Puncak Jaya Regency. This study uses a qualitative method with research indicators, namely the mechanism of health center services, medical personnel, health center facilities, and community response. The result of the study showed that the service quality of Ilu Health Center demonstrates both strengths and areas for improvement. Emergency patients receive prompt attention, but delays for non-emergency cases due to staff absenteeism impact satisfaction. While procedures are simple and accurate, insufficient equipment and inconsistent staff discipline reduce service effectiveness. Although services are free and align with Decree of the Minister of State Apparatus Empowerment No. 63/KEP/M.PAN/7/2003, facility limitations, such as inadequate parking and medical records management, hinder efficiency. Medical personnel exhibit professionalism through clear communication and competence, fostering patient trust. Cleanliness and proper staff uniforms reflect high standards, though the lack of sufficient parking and a garden detracts from the experience. Mechanisms like suggestion boxes and equitable treatment of all patients align with participatory and ethical service principles. Staff accountability in handling challenges, such as equipment shortages, enhances trust further. To optimize service quality, the Ilu Health Center needs improvements in staff discipline, infrastructure, and resource management. Addressing these areas will strengthen alignment with public service principles and health standards, ultimately enhancing patient satisfaction and trust.

Keywords. Public Service, Service Quality, Health Center Service, Excellent Service, Human Resources

A. Introduction

Services in implementation cannot be separated from human resources (HR) where humans are the key success factor of a service. To create quality human beings, an excellent degree of human health is needed. Law Number 36 of 2009 explains that health is a state of health, both physically, mentally, spiritually and socially, which enables everyone to live a productive life socially and economically. And it has also been stipulated that everyone has the right to obtain health services. Therefore, every element of society, both individuals, families, has the right to obtain services for their health and the government is responsible for launching,

organizing organizing and supervising the provision of health evenly and affordably by the community (Basith & Prameswari, 2020) [1].

Puskesmas Ilu Puncak Jaya Regency is a Rural Health Center category, and is the only health service facility in the Ilu District. The existence of the Ilu Health Center is needed by the local community because it is the only health care facility that is easily accessible, so it is expected to provide optimal health services. The community to get health services at the Ilu Health Center seems to be quite high. However, there seem to be several problems in the provision of health services at the Ilu Health Center, including: 1) The building/office of the Puskesmas is less representative and the facilities and equipment supporting service delivery are still very lacking, there is 1 unit of computer equipment, 1 wheelchair, 2 patient beds, 2 scales, thermometers and others are still mostly lacking equipment; 2) The quality of health workers on duty at the Puskesmas (General Practitioner 2 nurses 35, Public Health 4 people 2 fields, Pharmacist 2 people, and, Administration 1 person and non-medical personnel) Other fields have not filled in due to lack of Human Resources; 3) Discipline and responsibility of Puskesmas officers/employees are still low such as: often absent, often late for work, often go home untimely, and lack of commitment to provide services properly and correctly according to the needs of the community or patient.

Table 1. Number of Employees of Ilu Health Center Based on Position

| No. | Position | Total |
|-----|----------------------|-----------|
| 1. | General Practitioner | 2 |
| 2. | Dentist | - |
| 3. | Public Health | 4 |
| 4. | Nurse | 35 |
| 5. | Field | 4 |
| 6. | Pharmacist | 2 |
| 7. | Laboratory Analyst | 2 |
| 8. | Nutritionist | 1 |
| 9. | Administrator | 1 |
| 10. | Security | 1 |
| 11. | Ambulance Driver | - |
| | Total | 48 |

The condition of the problems at the Ilu Health Center in Puncak Jaya Regency can certainly cause the delivery of health services to the community to be not optimal. From the looks of it, the provision of health services at the Ilu Health Center in Puncak Jaya Regency has not shown an excellent public service, especially in terms of speed, accuracy, and quality of service. Services are still slow, where health workers are not quick to provide services to patients in need; patients who need services often have to wait for hours, even not getting services at all that day because competent doctors or nurses have not arrived or have not come to carry out their duties at the Puskesmas. Similarly, many communities or patients are dissatisfied and complain about the quality of health services at the Ilu Health Center, which according to them is not done well, the services are not in accordance with the needs of patients and patient handling is not done optimally.

Table 2. Number of Patient Visits at Ilu Health Center

| Year | Number of Patient |
|------|-------------------|
| 2023 | 10.560 |
| 2022 | 10.175 |
| 2021 | 9.372 |

To support the achievement of health services, the government has provided several health facilities and health workers. One of the health facilities that are widely used by the community is the Community Health Center. As the spearhead of health services in Indonesia, health centers need to get attention, especially with regard to the quality of health services.

The 1945 Constitution mandates that the State Apparatus must serve every citizen to fulfill basic needs in order to improve the welfare of the community. All public interests must be carried out by the government as an organizer, whether it concerns the service sector, especially those concerning the fulfillment of civil rights and basic needs of the community. In other words, all interests that concern the lives of many people must have a service (Andrika et al., 2022) [2].

According to Daryanto (2014: 135) Service is an activity or various activities that have an invisible nature (invisible to the eye) that occur because there is interaction between customers and employees or certain things that the company has provided. Handling problems from customers is one of the things that is intended in providing services. Public services are all activities to meet the basic needs of each community for services, goods, or administrative services that have been provided by service providers related to the public interest [3].

In an effort to reinforce the rights and obligations of every citizen and resident as well as the realization of the responsibilities of the state and corporations in the delivery of public services, legal norms are needed that provide clear arrangements, as an effort to improve the quality and ensure the provision of public services in accordance with the general principles of good governance and corporations and to provide protection for every citizen and resident from abuse of authority in the delivery of public services (Pangkey & Rantung, 2023) [4].

The public service law Law No. 25 of 2009 on public services regulates the principles of good governance which are the effectiveness of the functions of government itself. Public services performed by an effective government or corporation can strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, improve environmental protection, be wise in the use of natural resources, deepen trust in government and public administration (Erlianti, 2019) [5].

The state is obliged to serve every citizen and resident to fulfill their basic rights and needs within the framework of public services which is the mandate of the 1945 Constitution of the Republic of Indonesia, building public trust in public services carried out by public service providers is an activity that must be carried out in line with the expectations and demands of all citizens and residents regarding improving public services (Subarsono, 2005) [6].

Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014 concerning community health centers (Puskesmas) is a health service facility that organizes public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts, to achieve the highest degree of public health in its working area (Sholeha, 2021) [7].

Health development organized at the Puskesmas aims to create a community that: 1) Have a healthy behavior that includes awareness, willingness and ability to live a healthy life. 2) Able to reach quality health services. 3). Live in a healthy environment. 4). Have an optimal degree of health, both individuals, families, groups, and communities.

One form of government effort in organizing health to the community is that in each sub-district a government agency is built as a unit for organizing public health services, namely the Community Health Center or commonly called Puskesmas. Regulation of the Minister of

Health of the Republic of Indonesia Number 75 of 2014 concerning Puskesmas is a health service facility that organizes public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts, to achieve the highest degree of public health in its working area (Fatimah, 2019) [8].

Puskesmas is a functional organization that organizes health efforts that are comprehensive, integrated, equitable, acceptable and affordable to the community, with the active participation of the community and using the results of the development of appropriate science and technology at a cost that can be borne by the government and the community. These health efforts are organized by focusing on services for the wider community in order to achieve an optimal degree of health without neglecting the quality of service to individuals (Hariyoko et al., 2021) [9].

Health centers are health technical implementation units under the supervision of the district health office. In general, they must provide preventive, promotive, curative, and rehabilitative services through individual health efforts (UKP) and community health efforts (UKM). Puskesmas can provide inpatient services, in addition to outpatient care. To provide good service, of course, there is always an effort to improve the quality of service in order to achieve optimal health status for the entire community. The existence of Puskesmas is very beneficial for poor families. With the existence of Puskesmas, at least it can answer the needs of adequate community services, namely services that are easily accessible. Puskesmas Ilu Puncak Jaya Regency can measure the quality of health services from patients through feedback on what is received or how health services patients get to the puskesmas so that it can be an input for improving service quality in order to achieve optimal health status for the entire community. The existence of Puskesmas is very beneficial for poor families. With the existence of Puskesmas, at least it can answer the need for adequate community services, namely services that are easily accessible (Hamzah, 2016) [10].

From the background of the above problems encountered in the field, the authors are interested in conducting a study with the title: "Quality of Health Services at the Ilu Health Center, Ilu District, Puncak Jaya Regency" It is very important to do this because the results of the study can be used as input in order to improve the quality of service so that it is hoped that more quality health center health services can be created.

B. Method

The approach used in this research is a qualitative approach, meaning that this research is conducted with the intention of understanding the phenomenon of what is experienced by the research subject, for example behavior, perspective, motivation and so on thoroughly and in the form of words and language in a special natural occurrence. This means that the approach in this study does not use numbers (Burhan, 2010) [11].

The indicators in this study are the mechanism of puskesmas services, medical personnel, puskesmas facilities, and community response. The data collection techniques used were triangulation techniques: observation, interviews and documentation studies. The data analysis technique used the interactive model of Miles and Huberman (1984) in Dilapanga et al. (2023), namely: data collection, data reduction, data display, and conclusion/verification [12].

C. Result and discussion

Service Quality of Ilu Health Center

Based on observations and interviews in the field, it was found that 1) Service Speed (responsiveness and speed of officers providing services). People or prospective patients who need immediate service (emergency) are always quickly or immediately served or handled by existing officers. For ordinary prospective patients (not serious), they are served according to the registration sequence number. The waiting time to get service is often hours because the doctor/nurse is not there or is late for work. In fact, often the community or prospective patients do not get maximum service because doctors or nurses do not come to work; 2) Service Accuracy (time, procedures, costs, and quantity and competence of officers). Service delivery time is often inaccurate because doctors, nurses or other officers are often late for hours, and often do not come to work for days. Service procedures are explained, especially to prospective new patients. The service procedure chart is posted near the registration counter, but because people or prospective patients cannot read it, it is difficult to understand. Service procedures are very simple and easy for the public/potential patients to understand and follow. Administrative requirements to obtain services are not difficult (just a proof of identity or a Jamkesmas or BPJS card). Health services are free of administrative and other fees. The quality and competence of officers/employees are quite good because they have an educational background that is in accordance with the field of duties/work; however, it is still not good in terms of discipline and responsibility because they are often late for work, often skip work or do not come to work for days and ignore their responsibilities; 3) Service Accuracy (regarding service products, legal certainty, and service validity). Service accuracy is still low or not good. Services are carried out with inadequate work facilities and equipment. Service certainty and results are still lacking. The validity of services quickly and precisely is also lacking; 4) Service Quality (service organizing process, conformity to user needs and desires, user satisfaction, and alignment with user interests). The process of organizing services is still not good because it is carried out with inadequate facilities and equipment. Services are not yet optimally in accordance with the needs and desires of the user community due to limited facilities and equipment, so that people are often disappointed with the results of services.

Based on the indicators of Excellent Service Quality (Barata) In essence, service according to Sedarmayanti (2018) is serving a service needed by the community in all fields. Services are not only carried out by business organizations but services are also carried out by public organizations. services carried out by public organizations are public services. Public services are carried out so that people get quality services [13]. Where according to Barata (2003) excellent service is a concern for customers by providing the best service to facilitate the ease of meeting needs and realizing satisfaction, so that they are always loyal to the organization / company. To strengthen the researchers' analysis of the quality of health services at the Ilu Health Center, Puncak Jaya Regency, it can be seen from the concept of excellent service according to Barata with the following concepts: Ability The quality of excellent service according to Barata (2003) can be seen from ability, namely certain knowledge and skills that are absolutely necessary to support excellent service [14].

This includes how the ability of employees in the field of work they are engaged in and how to carry out effective communication. Based on this understanding, ability can be seen from how the ability of employees / service providers in the suitability of the field of work they are engaged in and the ability to provide clear information and communication in order to create effectiveness. From the interview and observation data that the researchers conducted, it can be seen from the ability to serve patients, medical personnel at the Ilu Health Center have provided

information clearly and easily understood by patients, besides that medical personnel at the Ilu Health Center can be said to be competent in examining patients. This is in accordance with the opinion of Meonir (2008) that one of the most important service factors is the ability and skill factor, namely the ability of employee skills in carrying out tasks or work, in the field of services that stand out and are most quickly felt by the service recipient is the skill of implementation. Therefore, officers and medical personnel who provide services must have sufficient skill and reliability. This reliability is not only seen from the ability of medical personnel when examining patients, but reliability can also be seen from the aspect of the ability of the puskesmas to provide patient registration services with procedures that are not complicated and easily understood by patients.

Based on Decree of the Minister of State Apparatus Empowerment NO. 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services has several public service principles, one of which is simplicity. The simplicity in question is a public service procedure that is straightforward, easy to understand and easy to implement. The reliability of the puskesmas in providing registration services, according to the results of interviews and observations conducted by researchers, is quite good. Puskesmas Ilu is able to provide registration services to patients clearly, straightforwardly, easily understood and easily implemented. This is also evidenced by the existence of an information board regarding patient registration procedures at Puskesmas Ilu. But often, patients still experience a long time when they are at the service counter. This is due to the lack of personnel in charge of the registration counter, besides that, according to the results of interviews conducted by researchers, counter officers often experience difficulties due to the absence of medical record graduates who specifically handle medical records so that services at the counter are often assisted by other personnel such as building guards who do not have basic knowledge about medical records. The suitability of knowledge with the field of work must be given more attention to ensure the quality of services provided and reduce the risk of errors in work (Aini & Kurboyo, 2019) [15].

This is in accordance with the opinion of Azwar (1996: 36) that one of the main requirements for health services is that health services can be said to be good if they are in accordance with the principles of medical science and technology so that their quality is guaranteed. This proves that the suitability of scientific principles is one of the main requirements in health services, seeing that health is an important and fatal aspect if something goes wrong when performing services. Quantity is also considered and needed to support maximum service, this is explained by Azwar (1996: 77-80) saying that one of the service standards that must be applied is the standard of input of the quantity of implementing personnel [16].

Based on the results of interviews conducted at the Ilu Health Center, the attitude given by employees and medical personnel at the Ilu Health Center is quite good, they have provided a patient, friendly and empathetic attitude to patients, even when patients are arbitrary, Puskesmas employees and medical personnel still provide a patient attitude. According to Moenir (2008), a patient attitude is a fairly important factor in realizing good implementation which is explained that the patience given by employees at all levels to their duties or work has a positive impact on the organization itself. So that the results can be expected to meet the standards that have been set [17].

This proves that the patient attitude of employees when dealing with patients can produce good services that are expected to meet predetermined standards. Puskesmas Ilu also has regulations governing the attitude that must be shown when dealing with patients. The

attitude shown by employees and medical personnel when dealing with patients is in accordance with existing obligations and procedures. The attitude given by employees and medical personnel at the Medaeng Health Center is in accordance with Law Number 25 of 2009 Article 34 concerning public services that the implementation of public service delivery must behave carefully and not deviate from existing procedures. By providing a friendly, polite, careful attitude and in accordance with procedures will provide the service expected by patients.

This is what happens at the Medaeng Health Center, that officers and medical personnel have provided an attitude that does not deviate from existing procedures. Appearance (Appearance) The next quality of excellent service according to Barata is Appearance or appearance. According to Barata (2004: 90) the appearance in question is the appearance both physically and non-physically which reflects the confidence and credibility of the other party. This appearance can give judgment to customers [18]. Appearance is seen from the physical appearance of the building which includes the cleanliness of the room at the Ilu Health Center and the condition of the cleanliness of the Ilu building. The room at the Ilu Health Center is quite clean, this is evidenced by the presence of trash bins for patients provided by the Health Center, these bins can affect the cleanliness of the Health Center, with adequate trash bins, patients do not litter and do not cause the health center environment to become dirty.

Minister of Health Decree N0.1428/MENKES/SK/XII/2006 states that one of the sanitation requirements is the presence of wet and dry waste which must be separated. Puskesmas Ilu also has a cleaning officer to clean the room at Puskesmas Ilu. Regarding the appearance of the building, according to the results of interviews and observations by researchers, the Puskesmas building is good and sturdy. The building looks new, this is because the Ilu Health Center checks the building every 6 months. The appearance of the building is important in service quality.

From the results of interviews and observations conducted by researchers, Puskesmas Ilu does not yet have an adequate parking lot so that the appearance seen at the main door of the Puskesmas is full of motorbikes parked outside Puskesmas Ilu. Adequate parking is the most important thing and needs to be considered in accordance with Minister of Health Decree No.1428/MENKES/SK/XII/2006 which contains Guidelines for the Implementation of Environmental Health of Puskesmas, where the requirements of the building environment, especially in the health center yard, one of which is the availability of an adequate parking lot. This proves that Puskesmas Ilu has not met the guidelines recommended by the minister of health. Minister of Health Decree No. 1428/MENKES/SK/XII/2006 which states that the requirements of the environmental yard at the puskesmas must have a well-maintained and neat garden, based on the observations made by the researchers, Puskesmas Ilu does not have a garden in the puskesmas yard. The Ilu Health Center yard looks less spacious and is always filled with parked motor vehicles, causing the yard to look narrow. According to Moenir (2008) the process of service activities has elements that support the course of service activities, one of the elements described is the need for adequate parking.

This explains that Puskesmas Ilu still does not meet this element, as evidenced by the inadequate parking lot so that the appearance shown is not good because the parked motorbikes are not managed properly and even many motorbikes are parked on the side of the road. Another appearance that is considered is the appearance shown by employees and medical personnel at the Ilu Health Center. The results of observations and interviews conducted by researchers, the appearance shown by employees and medical personnel at the Ilu Health Center is quite neat and uniform, this is because there are regulations governing the clothing that must be used. The regulation is stated in the Regulation of the Regent of Puncak Jaya Number 24 of 2016

concerning Office Clothing within the Government of Puncak Jaya Regency Article 16 of the twelfth section of special official clothing. The special official clothing referred to in the article is official clothing that can be worn by employees whose work has special technical operational characteristics that provide direct services to the community including Puskesmas.

In terms of the appearance of the clothes shown, employees and medical personnel at the Ilu Health Center have followed the Puncak Jaya Regent Regulation. Attention (Attention) Barata suggests that excellent quality can be seen from the attention or attention of the service provider. Attention according to Barata (2004: 90) is a concern for customers, both with regard to paying attention to the needs and desires of customers and understanding their suggestions and criticisms. That means the attention in question is the extent to which the health center pays attention to patients to the needs and desires of patients by providing their attention through the existence of a forum to accommodate patient aspirations in the form of criticism and suggestions and the extent to which the health center understands and follows up on suggestions and criticism from patients. Based on interviews conducted by the Head of the Ilu Health Center, the Ilu Health Center has provided a forum for aspirations for criticism and suggestions from the community, namely the availability of a suggestion and suggestion box, Complaint Book, and can also be via whatsapp with the contact person provided. The availability of containers as a concern for patient aspirations related to criticism, suggestions and input encourages the community to provide aspirations to improve the quality of services provided.

This is in accordance with Sinambela's opinion (2021) that one of the principles reflected in public services is the participatory principle, which means encouraging community participation in the delivery of public services by paying attention to the aspirations, needs and expectations of the community [19]. The Puskesmas has provided a place for community aspirations that can encourage the role of the community to participate in organizing and improving public services. Action, According to Barata (2004: 90) excellent service is inseparable from action, namely the reality that must be done in providing services to customers. This action can be said to be a reality carried out by showing aspects of justice. Based on the results of interviews conducted by Ilu Health Center patients, the actions taken by the health center are fair by not discriminating in providing services.

Based on interviews with employees at the Ilu Health Center, they act fairly and do not discriminate. This is in accordance with Law number 36 of 2009 article 34 on public services which explains that public administration must behave in a fair and non-discriminatory manner. The absence of service differences between BPJS and non BPJS patients is also in accordance with Decree Number: 1457/MENKES/SK/X/2003 concerning minimum service standards in the health sector in the Regency / City that one of the characteristics of health services is that health services are human rights and every resident has the right to get optimal service according to their needs regardless of their ability to pay. This means that Puskesmas Ilu provides fair actions and does not discriminate against patients, Puskesmas Ilu provides services with fair actions Accountability (Responsibility) Responsibility reflected in excellent service according to Barata (2004: 90) is an attitude of partiality to customers as a form of concern to avoid or cause loss or customer dissatisfaction.

The responsibility given by the Puskesmas Ilu regarding avoiding and causing loss or customer dissatisfaction is realized by the responsibility given by employees or medical personnel at the puskesmas when unexpected things happen such as when there is equipment damage, running out of medicine and when the patient is still suffering from pain. The responsibility given by the Puskesmas Ilu is quite good as evidenced by the results of interviews conducted by several patients regarding the responsibilities given, patients feel the

responsibility given by the Puskesmas Ilu, patients always return to control the Puskesmas Ilu according to the advice of the Puskesmas, besides that there are patients who have trusted the Puskesmas Ilu for years for treatment because the responsibility given by the puskesmas is very good. The Ilu Health Center, especially employees and medical personnel who are directly related to the community, also carry out their responsibilities, if when unexpected things happen such as running out of medicine or damage to equipment during examination, they are responsible for continuing to examine patients to the maximum to reduce the risk or doubts or dangers arising from patients and the responsibilities given can be trusted by patients.

This is in accordance with Parasuraman's opinion in Agus Dwiyanto (2009) regarding service quality measurement that to obtain service quality, employees must have properties that can be trusted by customers. The responsibility given is free from the danger that will be obtained by the customer and the risk or doubt that will be felt by the customer. This means that in order to provide good service quality, employees must have a sense of responsibility given to patients in order to create trust, reduce anxiety about the dangers that patients will feel, as well as the risks and doubts of patients about the responsibilities provided by the health center [20].

Puskesmas Ilu patients also do not feel anxiety or risk and danger to vehicles parked in the Puskesmas Ilu parking lot, although the condition of the parking lot is inadequate and there are still many motorbikes parked in front of the Puskesmas Ilu gate, but patients entrust the situation and security at the puskesmas parking lot because the puskesmas has provided responsibility for the patients' vehicles with the availability of parking attendants who stand by to maintain the security of patient and employee vehicles at Puskesmas Ilu. The explanation concludes that the responsibility given by the puskesmas is quite good because employees and medical personnel have given their responsibilities at work to reduce the risks faced by patients, besides that the security responsibilities provided by the puskesmas in maintaining the security of vehicles parked in the puskesmas parking lot are quite good with the availability of parking attendants who always maintain vehicle security.

Supporting and Hindering Factors of Service Quality of Ilu Health Center

Factors affecting the quality of health services at Puskesmas Ilu can be grouped into two, namely supporting and inhibiting factors. Supporting factors include easy road access and affordability. Access roads that are easy to reach and close to residential areas make it easier for patients to access health services. This is in accordance with Azrul Azwar's (1996) statement that the location of good health services must be affordable in terms of distance. In addition, regulations such as Minister of Health Decree No. 1428/MENKES/SK/XII/2006 also emphasize the importance of the location of health centers that are easily accessible.

The cost factor is also an important element. Based on interviews, patients at Puskesmas Ilu appreciate the affordable cost of services. BPJS patients get free treatment, and residents with Puncak Jaya ID cards can access the free counter by only bringing a photocopy of their family card. This reflects the principle of good health services, namely affordability by the community.

However, there are several inhibiting factors that affect service quality. First, staff training is not regular. Although the Puskesmas has included medical personnel in training to improve their quality, the lack of a regular training schedule hinders human resource development. Continuous training is necessary to maintain service quality, as stated by Azwar (1996).

Second, low public awareness is also an obstacle. Some patients do not bring important documents, such as patient cards or family cards, when registering. This slowed down the registration process and hindered service delivery. According to Law No. 25/2009, the community as service recipients has an obligation to comply with the rules to support the smooth running of services. This lack of balance between rights and obligations is a challenge.

Third, facility constraints also affect service quality. Some supporting facilities, such as queue number printers, TVs, and print media, are damaged or not utilized optimally. These facilities are important to improve patient comfort and satisfaction. Moenir (2008) and Azwar (1996) emphasize that facilities, both medical and non-medical, are part of service standards that need to be improved continuously.

Improving the quality of health services at Puskesmas Ilu requires a synergy between supporting factors and improvements to existing constraints. Provision of adequate facilities, regular training for employees, and increasing public awareness of the importance of complying with procedures can create more optimal and quality services.

D. Conclusion

Based on the results of the research and discussion that the researchers have described above, it can be concluded that The service quality of Ilu Health Center demonstrates both strengths and areas for improvement based on observations and interviews. Regarding service speed, emergency patients receive prompt attention, while others experience significant delays due to the late arrival or absence of medical personnel. This inconsistency impacts patient satisfaction. In terms of service accuracy, procedures are simple and clearly explained, but delays caused by staff absenteeism and insufficient equipment reduce the overall effectiveness of service delivery. Although officers are well-educated, discipline and responsibility remain concerns.

The Ilu Health Center provides services free of charge and follows straightforward procedures, which align with public service principles outlined in Decree of the Minister of State Apparatus Empowerment No. 63/KEP/M.PAN/7/2003. However, inadequate facilities, such as parking lots and medical records management, hinder optimal service delivery. This issue is exacerbated by the lack of specialized staff for medical records, resulting in additional workloads for personnel not trained in this area.

From the perspective of excellent service quality, as proposed by Barata, the ability of medical personnel to provide clear communication and competent examinations is commendable. Staff attitudes are patient, friendly, and empathetic, adhering to established regulations and enhancing patient trust. The physical appearance of the Ilu Health Center, including its cleanliness and staff uniforms, reflects professionalism, though the absence of adequate parking and a well-maintained garden detracts from the overall experience.

Efforts to accommodate community input, such as suggestion boxes and complaint mechanisms, demonstrate the center's commitment to participatory public services. Additionally, the equitable treatment of patients, regardless of their payment status, aligns with legal and ethical standards for healthcare services. Staff accountability is evident in their responsiveness to unexpected situations, such as equipment failures or medicine shortages, which reinforces patient trust.

While the Ilu Health Center meets several quality standards, including fairness and responsibility, improvements in discipline, resource allocation, and infrastructure are necessary to enhance service delivery. Addressing these issues can better align the center's services with

the principles of excellent service and public health standards, ultimately improving patient satisfaction and trust.

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