



## Public Health Services in Increasing Community Satisfaction

Herlizon Said; Slamet Riyanto; Novekawati

University of Muhammadiyah Kotabumi, Indonesia

<http://dx.doi.org/10.18415/ijmmu.v11i2.5568>

---

### **Abstract**

One form of public service carried out by the government is the fulfillment of public health needs. The current government-owned health system has proven unable to meet all the needs of excellent public health services. To support the achievement of health development, the government has provided several health facilities along with health workers. While health facilities that are widely used by the community are Puskesmas. Some nurses state that the lack of job satisfaction is due to the high workload and relatively low number of personnel, plus the large number of patients. Conduct periodic evaluations by the Puskesmas or Health Office regarding employee reliability, as well as improve employee responsibility and discipline during working hours and conduct training or training by the Health Office so that they can be more professional in providing services to the community. So that the reliability of employees in providing services becomes consistent and even better.

**Keywords:** *legal; Services; Health*

### **A. Background of the Problem**

Every human being basically needs service, even in the extreme it can be said that service cannot be separated from human life. Meanwhile, the public at all times always demands quality public services from bureaucrats, although these demands are often not in accordance with expectations because empirically public services that have occurred so far are still characterized: convoluted, slow, expensive, and tiring. (Larasati, 2010)

One form of public service carried out by the government is the fulfillment of public health needs. The current government-owned health system has proven unable to meet all the needs of excellent public health services. To support the achievement of health development, the government has provided several health facilities along with health workers. While health facilities that are widely used by the community are Puskesmas. (Budiyanti & Herlambang, 2021)

Minimum Service Standards in the Health sector, hereinafter referred to as Health SPM, are provisions regarding the Type and Quality of Basic Services which are Mandatory Government Affairs that must be owned by every citizen at least. One of the considerations for the issuance of the Minister of Health SPM Kesehatan is mentioned to implement the provisions of Article 6 paragraph (6) of Government Regulation Number 2 of 2018 concerning Minimum Service Standards. (2015)

Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 concerning Technical Standards for Fulfillment of Basic Service Quality in the Minimum Service Standards in the Health Sector, (hereinafter referred to as Permenkes SPM kesehatan) in Article 3 is described as follows:

1. Local governments must meet the quality of service for each type of basic service in SPM in the health sector.
2. The quality of service for each type of basic service in SPM in the Health sector is determined in technical standards consisting of: standards for the quantity and quality of goods and / or services; standards for the number and quality of health/human resource personnel; and technical instructions or procedures for compliance with the standard.
3. Technical standards for Fulfillment of Basic Service Quality in Minimum Service Standards in the Health Sector are listed in the Annex which is an integral part of this Ministerial Regulation.

Wonogiri Health Center is one of the first strata puskesmas in North Lampung, meaning that the puskesmas is a puskesmas that has a considerable role in the health sector because it can be the spearhead in health development in the South Kotabumi Regency Area with a working area of 12,897 Ha, consisting of 2 Kelurahan and 4 Villages with a population of 28,028 people who are the place of research, There are 46 workers according to service standards

Puskesmas Wonogiri, the number of health workers is 1 general practitioner, 0 dentists, 16 nurses, 15 midwives, pharmacy analysis 0, pharmacist assistant 0, health

Environment 4, Nutritionist 0, Sanitaria 4, Environmental Analysis 1, Medical Record 1, Administration 2. While the types of services include: general practitioner services, general practitioner actions, dentist services, dentist actions, medicines, basic immunizations, maternal and child health checks, reproductive services, prenatal care, counseling services, nutrition consultations, environmental sanitation services, diagnosis support, promotive and preventive services, but many maternity vacancies that support health services are currently taken over with nurses in Phc. While quite a lot of patients who visit every month at Wonogiri Health Center, which is an average of 238 people.

The process of health services and service quality is related to the availability of health facilities consisting of basic health services (Puskesmas, Treatment Center), referral services (hospitals), availability of health workers, equipment and medicines.

1. What are the Legal Norms of Minimum Service Standards in the Perspective of Community Satisfaction at Puskesmas Wonogiri?
2. What are the Inhibiting Factors for Determining Minimum Service Standards in the Perspective of Community Satisfaction at Puskesmas Wonogiri?

## ***B. Research Methods***

The approach used in this study is an empirical approach is an approach carried out by conducting research directly to collect data on all information related to this research, both through interviews with related parties, and through careful observation of the object of research.

## ***C. Discussion***

### **1. Legal Norms of Minimum Service Standards in the Perspective of Community Satisfaction at Wonogiri Health Center**

Regulation of the Minister of Health Number 4 of 2019 concerning Technical Standards for Fulfillment of Basic Service Quality in the Quality Fulfillment Standards (SPM) in the Health Sector,

contains 2 types of services and quality of provincial health SPM and 12 types of services and quality of district/city health SPM. The two types of services and the quality of SPM in the Health Sector include health services for residents affected by health crises due to disasters or potential provincial disasters, and health services for residents. (Pundenswari, 2017)

According to Asianto, SST, M.Kes26 as the Head of Wonogiri Health Center that for the district / city level, there are 12 types of SPM, which include: pregnant women's health services, maternity health services, newborn health services, toddler health services, health services at primary education age, health services at productive age, health services at an advanced age, health services for people with hypertension, health services for people with diabetes mellitus, health services for people with severe mental disorders, health services for people suspected of tuberculosis, and health services for people at risk of HIV infection.

Next to say. Wonogiri Health Center has several things that must be provided in pregnant women's health services, namely items needed for prevention against tetanus and diphtheria in the form of diphtheria tetanus vaccine with the number of vaccines according to the target number of pregnant women at Wonogiri Health Center, South Kotabumi, North Lampung Regency, Health Human Resources needed in services to pregnant women, namely obstetrics / specialist doctors, and nurses. If the SPM service for pregnant women is found to be a condition that requires further treatment, the local government is obliged to provide further treatment to the appropriate health service facility.

Asianto, SST, M.Kes stated that the implementation of SPM services for people with hypertension requires hypertension control guidelines and IEC media, as well as sphygmomanometers. In addition, standards are also needed for the number and quality of health human resources which include doctors, midwives, nurses, and community health workers.

According to Asianto, SST, M. Kesselas Head of Wonogiri Health Center in the SPM service hypertension found a condition that requires further treatment, then the local government is obliged to provide further treatment to the appropriate health service facility. Puskesmas Wonogiri Kotabumi Selatan North Lampung Regency is the first spearhead in providing health services to the community. Likewise, UPTD Puskesmas Wonogiri, Kotabumi Selatan, North Lampung Regency, always provides public services for the local community. In serving public health, it is also inseparable from problems related to relatively unsatisfactory service conditions.

Human resources in Puskesmas are a key factor. Doctors and other medical personnel play an important role in efforts to maintain the speed and accuracy of service. Thus, the availability of a proportionate number of doctors and medical professionals is absolutely necessary. Basic medical personnel who are not in Puskesmas can be reached through cooperation with third parties, because new laws and regulations attached to the practice of medicine, require the availability of certain specialists to perform certain medical actions, which cannot be delegated authority and responsibility to other specialists or experts.

Service quality measurement is carried out using five dimensions consisting of physical evidence (*tangible*), reliability (*reliability*), *responsiveness* (*responsiveness*), assurance (*assurance*) and empathy (*empathy*).

### 1. *Tangibles* (Physical Evidence)

*Tangible* (physical evidence) is a dimension related to the attractiveness of physical facilities, equipment, and materials used by service providers, as well as the appearance of employees. Good service will generate satisfaction for customers who in this case are patients and visitors to Wonogiri Health Center, Kotabumi Selatan, North Lampung Regency. The physical appearance of a service is the first impression that will come to mind

Therefore, it is very important to give a positive first impression about physical appearance. Thus direct evidence is one of the most concrete indicators. *Tangibles* can be measured from the comfort of the environment, the completeness of health service facilities and infrastructure, and the appearance of employees.

Sri Winarti as a User of Pregnant Women Health services with several speakers can be stated that the comfort of the environment at the Kotabumi Selatan Wonogiri Health Center is still lacking, this is evidenced by the cleanliness of the floor which is considered still dirty and dusty and the lack of availability of chairs that are not proportional to the number of patients and the layout of the chair also tends to be not as it should be, In addition, In the waiting room, there is no air conditioning such as air conditioning or installation, thus making patients hot and not feel comfortable in the waiting room of the puskesmas.

According to Sunarti, Amd. Keb as Maternity Services Section of Wonogiri Health Center Coverage of visits for pregnant women K4 Target is Small Compared to Target Projections The solution used to overcome this problem is to lower the Projection Target according to local conditions, record pregnant women and provide maternal and child health counseling. To visit services at the puskesmas, there is still a lack of solutions to overcome these problems, UPTD Puskesmas Wonogiri promotes *Public Health Nurses* (PHN) by local midwives coaching.

Amanah as (User of Toddler Health Facilities) believes that the completeness of service facilities and infrastructure at the Wonogiri Kotabumi Selatan Health Center is still inadequate such as laboratory equipment that is still manual and not yet available, yes suggestion boxes and breastfeeding rooms (lactation) to provide comfort and safety in providing exclusive breastfeeding to their babies. This incomplete service facility creates a bad image or impression in the eyes of patients so that patients feel less satisfied with the services provided.

However, judging from the appearance of the employees of the Kotabumi Selatan Wonogiri Health Center, they are neat, polite and in accordance with the rules that have been set. This shows that the awareness factor possessed by puskesmas employees is good in accordance with the rules that have been set. The SPM indicator of health service implementation personnel in the health sector at the Wonogiri Health Center is sufficient, but there are still many officers who complain about having a double workload.

## 2. *Reliability* (Kehmittle)

Reliability according to Asianto, SST, M.Kes as Head of Wonogiri Health Center that service quality is related to the ability of service providers to provide accurate and reliable services from the first time without making mistakes in providing their services according to the agreed time and being responsible for what is promised. Related to employee responsibility in serving patients for what is promised as well as discipline and alacrity in service, complaint handling, proper service performance.

Hamdani Syarif (Elderly Health Service User) and Wismanto (Health Service User with Pulmonary TB), argue that: all health workers, both officers and doctors at the Wonogiri Kotabumi Selatan Health Center, have full responsibility in providing health services according to their respective fields, and no employee is lazy or on leave without permission to leave the puskesmas during working hours. While the level of discipline and alacrity of employees in serving patients at the Wonogiri Kotabumi Selatan Health Center has been disciplined, as evidenced by the discipline of employees arriving on time according to working hours, both doctors and officers are always on standby *and* ready during their working hours, then employees are disciplined in dressing and swift in acting and providing services.

According to Asianto, SST, M.Kes as Head of Wonogiri Health Center believes this is also supported by training or coaching organized by the Health Office to make employee awareness in providing better and maximum services. In addition, there is an evaluation held by the Kotabumi Selatan Wonogiri Health Center if employees are found to violate the rules to be given

*Punishment* in the form of verbal or written reprimands with the aim of making employees more disciplined.

## 3. *Responsive*

The public not only demands more efficient and satisfying public services, but also wants more responsive public administration behavior. One dimension of public services that must be carried out properly is the dimension of *Responsiveness*.

According to Asianto, SST, M.Kes believes in the willingness and ability of employees to assist customers in providing timely services and responding to their requests. The responsiveness provided by health care providers is one of the important things in providing quality health services. Employee response is expected to be able to help patients from difficulties in getting services and get important information needed by patients. *Responsiveness* can be measured by employee response to patient complaints and speed of service.

Wismanto (Pulmonary TB Patient Health Facility) believes that employee response to patient complaints has been good so that service delivery has run well. However, there are still complaints about the service at the registration counter, this is due to

Because it needs to be reviewed and improved, responsiveness is expected to help patients obtain information or other things, such as complaints about illness, complaints of unsatisfactory service and other complaints.

Meanwhile, the speed of service at the Kotakota Selatan Wonogiri Health Center in responding to patient complaints is still low and not in accordance with the service time standards determined by the puskesmas. Services that are still considered slow include registration counter services and laboratory services. No wonder many patients are disturbed by the service at the registration counter and laboratory because it is not in accordance with the promised service. The length of service at the registration counter is because patient registration is carried out in 2 stages, first through SIMPUS (Puskesmas Management Information System) and through manual recording *in the patient register* book in case the SIMPUS system has problems, so the registration process takes time. For laboratory services, because laboratory medical devices have not supported it manually, so it takes a long time in the patient service process.

#### 4. Assurance(Jaminan)

Employee behavior that is able to foster patient trust and confidence in service providers and can create a sense of security for their customers. In this case, Assurance also means that puskesmas employees are always polite and master the knowledge and skills needed to handle any questions or patient problems, namely

Can engender trust and confidence in patients. This assurance dimension can be measured by employee friendliness and courtesy.

Hospitality and politeness are important factors in the implementation of public services, because they can make people feel comfortable and valued in obtaining services. This can be seen through the attitude of employees who perform 3S, namely smiles, greetings, greetings and polite language when communicating with patients.

Anjar Wati (Diabetes mellitus Health Facility) several resource persons, friendliness and politeness of employees at the Wonogiri Health Center, South Kotabumi, North Lampung Regency towards patients are still not friendly because there are still some puskesmas employees, especially at the registration counter who do not show a friendly and polite attitude in providing services to patients. This is evidenced by patients who seek treatment often complain that employees at the registration counter are often less friendly not applying the 3S, namely smiles, greetings, greetings. However, some informants said there were friendly, especially the doctors at the Puskesmas who treated patients were quite friendly and patient, so it would make patients feel happy and comfortable.

According to Anjar Wati (Health Care of Diabetes Mellitus) argues that because I already know the service schedule here I feel good, I don't need to go back and forth because the service has been closed. Here the service hours are also just right, you know, I came here around 08.00 the officer was ready to serve, related to time

Wait, in fact it is relative and not fixed. This means that it depends on the many patients who come for treatment. The problem of waiting is actually for most patients already understood. However, it cannot be allowed to drag on because it is related to the formation of character or image for the Puskesmas itself.

### 5. *Empati* (Empati)

*Empathy* is a caring attitude that always pays attention to understanding customer problems and acting for customer needs, as well as giving personal attention to their customers. This dimension involves giving individual attention to the patient, an employee who understands the specific needs of his patient. This dimension of *empathy* can be measured by the employee's attention to the patient.

Anjar Wati (Health Service Facility for diabetesmellitus) believes that personal attention in this case is self-awareness from employees to empathize with patients who have difficulty in treatment. Because *attention behavior* is a combination of human behavior that is useful in improving the degree of health in helping sick patients. Attentive behavior is very important in service because in addition to improving the quality of service it also gives its own feelings to patients and provides satisfaction to patients. Based on the results of field observations and interviews with several resource persons, it is known that the personal attention of employees at the Wonogiri Kotabumi Selatan Health Center is good, but still needs to be improved.

With the attention from the puskesmas, it is hoped that it can provide security, comfort and satisfaction to patients during treatment at the Wonogiri Kotabumi Selatan Health Center so that it will help patients to obtain recovery.

The resources owned by Puskesmas Wonogiri in carrying out its duties, especially in implementing the Minimum Service Standards policy, are still lacking, especially in terms of strength. Where there are still many health workers who have multiple tasks so that they cannot be maximized in carrying out one task or program. Regarding budget resources, it is still unable to meet the needs in achieving the overall minimum service standard target.

Based on data on the achievement of the Minimum Service Standard (SPM) for infant services at the Wonogiri Health Center of 69.05%, it is still below the standard set by the Minister of Health Regulation Number 4 of 2019 concerning technical standards for fulfilling the quality of basic services at SPM in Districts / Cities, which is 90%. Infant services have stages of activities that must be carried out to achieve specified standards. The stages of these activities are Increasing Clinical Competence of Infant Health which includes Early Detection Stimulation and Growth and Development Intervention (SDIDTK) and Integrated Management of Sick Toddlers (MTBS), Post-Training Monitoring of Early Detection Stimulation and Growth and Development Intervention (SDIDTK) and Integrated Management of Sick Toddlers (MTBS), Infant Health Services according to Standards in Health Facilities, Referral Services, Infant Death and Disease Audit Discussion, and Home Visit Services for those who do not

Come to the Health Facility. The six stages must be carried out properly in order to achieve the target of Minimum Service Standards (SPM) for infant services at the Wonogiri Kotabumi Selatan Health Center set by the Central Government. Puskesmas Wonogiri Kotabumi Selatan has carried out six stages of activities, but when observing the documents there are some incomplete documents.

The implementation and achievement of the Wonogiri Puskesmas Minimum Service Standards have met the targets set by the Central Government. The results of achieving the implementation of minimum service standards for infant services in North Lampung Regency show good progress in its achievement. Lolak Health Center provides baby services at least 4 times to infants aged 29 days – 11 months in accordance with the standards set by the Minister of Health Number 4 of 2019 concerning technical standards for fulfilling the quality of basic services at SPM. Every baby receives health services at the Lolak Health Center in accordance with the standards of Doctors, Midwives, and Nurses who have clinical health competence.

This dimension relates to interactions between officers and patients and officers, between health teams and the community, between officers and other agencies. Good human relations promote trust and credibility by respecting, keeping secrets, paying attention, respecting and responsiveness. Hearing complaints and communicating effectively is also very important. Good health counseling comes from good communication. The dimension of relationships between people who are not good will be reduced

effectiveness and technical competence of health services provided. Experience shows that poorly treated patients will tend to ignore advice or advice or not want to come to the place again. Human relations that occur at Wonogiri Health Center are also a parameter in assessing the quality of patient service which can be seen from the attitude shown by officers to patients during service.

Then the communication channels established between officers and patients and all forms of interaction are seen from officers during melyani. Those who can judge and feel are patients so that if they start from the place of registration, the officer has begun to be unfriendly, then the client will be lazy and worried about facing the same thing, namely unfriendliness. Not only to patients, but also the relationship between one officer and another, this greatly affects cooperation between officers so as to create a comfortable working atmosphere and can affect services to Puskesmas patients. If the relationship between officers is not good, it makes the work atmosphere uncomfortable and the seriousness of patient service becomes disrupted.

Based on the various statements from patients above, it can be concluded that the interaction and relationship between humans that exist between officers and patients is considered to have fulfilled what was needed at that time, namely to be noticed by officers both during handling in the room and when they were waiting. Because of everything

The unity of the health care process that patients expect. So that good interaction and communication are also needed here.

These development efforts are manifested in the form of regulations, namely Law Number 36 of 2009 concerning Health. In Law Number 36 of 2009, the first form observed is, of course, the rights obtained, especially in health services. Related articles are :P Origin 4 Everyone has the right to health. Article 5 (4) Everyone has the right to access resources in the field of health. (5) Everyone has the right to safe, quality, and affordable health care. (6) Everyone has the right to determine for himself the necessary health services for himself.

Article 4 expressly states that all citizens have no interest unless the poor also have the same rights as other citizens, the poor also have the right to health for themselves. It is further explained in Article 5 that everyone, including the poor, also has the same rights as others in access to health. That is, even though people are poor or indigent, it still cannot be ignored, the rights they have in obtaining health services, especially access to the best health services. In addition, in the next paragraph, namely paragraph (2), there is a guarantee of the right to a well-obtained service contained in the words safe, quality, and affordable. Although the citizens are poor, the regulations govern who becomes a citizen who

As referred to in the 1945 Constitution, it has the right to be cheap but still of good quality, high quality. Actually, it is also clearly included in Pasa 154 which shows equality to get health services.

Article 54 reads: Article 54 (3) The implementation of health services is carried out responsibly, safely, of good quality, as well as equitable and non-discriminatory. (4) The government and local governments shall be responsible for the provision of health services as referred to in paragraph (1). The word non-discrimination in Article 54 paragraph (1) also indicates that there is no differential treatment even for the poor in health care. In addition, paragraph (2) also states that local governments are responsible for health services for the poor and/or indigent.

As a result of this law, Puskesmas does not apply Minimum Service Standards for the Poor, namely Based on existing forms of regulations starting from the 1945 Constitution, Law Number 36 of 2009 concerning Health, all of which aim to fulfill the rights of the poor in obtaining good health services, in Law 25 of 2009 Article 22 concerning Maximum Service, Wonogiri Health Center Kotabumi Selatan Regency already has Information that reads: We hereby declare that we are able to provide services in accordance with the service standards that have been applied if we do not keep our service promises

(providing professional and wholehearted service) reprimanding and reporting to the complaints unit and receiving administrative sanctions.

## 2. Factors that hinder the minimum service standard in the perspective of community satisfaction at Puskesmas Wonogiri.

Service quality is an important factor that can shape patient trust in Puskesmas so as to create their loyalty as consumers of health services. The demand for quality day by day is getting higher day by day. Quality is not only present in products or goods but also services produced or offered by industries/organizations. Quality of service refers to the level of perfection of health services in meeting the needs of each patient. So, the quality of health services is what shows the level of perfection of health services in producing satisfaction in each patient.

Puskesmas Wonogiri is a non-maintenance Puskesmas and now there are many programs that are run so that it requires accurate, fast and precise services so that the quality of health services at Puskesmas Wonogiri can run well. The management of service quality at the Wonogiri puskesmas has not been in accordance with the procedures of the puskesmas, including what the community wants, for example the problem of facilities and infrastructure that is not too adequate, lack of trained health workers and various health services at the puskesmas, not as optimal as desired by the community. The implementation of puskesmas duties is also inadequate, including slow operational fund support, work equipment such as medical devices that are still lacking, medicines, vaksi ndan as a lack of nyama, this if achieved will aim to improve employee performance and provide quality health services and satisfy the community.

Service activities are efforts to help prepare or teach who is needed by the community which aims to improve community welfare. Services in the health sector are one form of real activities to improve community welfare.

### 1. *Tangible s*

The *tangible* dimension (appearance) becomes the main inhibiting dimension in the service process. Coming from the comfort of the environment at the Wonogiri Health Center is still not comfortable, so from the completeness of facilities and infrastructure there are still inadequate shortcomings such as equipment in the laboratory is still manual, the availability of suggestion boxes as a place for patients to give criticism and suggestions for their complaints, and there is no lactation room.

### 2. *Responsive*

The *Responsiveness dimension* is the second inhibitory dimension in the service process. One of the important factors determining the quality of good service is the responsiveness of health care provider employees and how to provide services quickly and precisely in accordance with predetermined time standards.

The response of employees to Wonogiri Health Center patients is indeed going well. However, there are still many complaints about the service at the registration counter. In addition, the speed of service at the Wonogiri Health Center in responding to patient complaints is still low and not in accordance with the standard service time determined by the puskesmas. Services that are still considered slow include registration counter services and laboratory services.

### 3. *Warranties (Guarantees)*

The *Assurance dimension* is the third inhibiting dimension in the service process. Politeness and hospitality are important factors in the implementation of public services, because they can make people feel comfortable and valued in obtaining services. The politeness and friendliness of Wonogiri Puskesmas employees is still lacking, still not good because there are still some puskesmas employees, especially in the registration department who do not show a friendly and polite attitude in providing services to patients. Many patients complain that employees at the registration counter are often less friendly not applying the 3S,



namely smiles, greetings, greetings besides that they often treat patients unfriendly, fierce, judes and rude impressions.

#### 4. *Reliability* (Kehmiddle)

The *Reliability* dimension is the first supporting dimension in the service process. In terms of responsibility, all health workers, both officers and doctors at the Wonogiri Health Center, have full responsibility in providing health services according to their respective fields.

In addition, in terms of discipline, Wonogiri Health Center employees have been disciplined, but must be improved again in order to provide maximum service.

#### 5. *Empati* (Empati)

The *empathy dimension* is the second supporting dimension in the service process. In this case, it is caring behavior and attention to the patient. Attentive behavior is very important in service because in addition to improving the quality of service it also gives Yemeni feelings to patients and gives satisfaction to patients. In terms of personal attention, Wonogiri Health Center employees are kind, doctors and employees are patient enough and serve patients sincerely, sincerely and wholeheartedly.

### D. *Knots*

Based on the description of the problem that the author has put forward along with the discussion, both based on theory and based on data obtained by the author in the field, the author concludes as follows:

1. Legal Norms Minimum Service Standards In the Perspective of Community Satisfaction at Puskesmas Wonogiri, the quality of services provided is seen from 5 (five) dimensions of Zeithaml, namely *Tangibles*, *Reliability*, *Responsiveness*, *Assurance*, and *Empathy* It can be seen that there are 3 (three) dimensions of inhibition, namely: *Real* (Physical Evidence), *Responsive* (Responsiveness) and *Guarantee* (Guarantee) and there are 2 (two) supporting dimensions, namely: *Reliability* (Reliability) and *Empathy* (Empathy).
2. Factors Inhibiting Minimum Service Standards in the Perspective of Community Satisfaction at Puskesmas Wonogiri, it is still not optimal and cannot meet customer satisfaction optimally. This can be seen through the dimensions of service quality that have not been carried out optimally, namely the dimensions of *tangible*, *responsiveness*, and *assurance*. The dimensions that support service quality are reliability and *empathy*.

### **Bibliography**

#### 1. Book

AzrulAzwar.2010. *Introduction to Health Administration*. Jakarta: BINAPURAAKSARA

Dewa,Muh. Jufri.2011. *State Administrative Law in Public Service Perspective*.Kendari:Unhalu Press.

Damsar. 2012. *"Introduction to Economic Sociology"*. Jakarta: Kencana Media GroupEffendi, Taufiq.2008. *Improving the Quality of Public Services: In order to*

*Realizing Indonesia, Developed and Prosperous*. Semarang: UndipPress.

Hatmoko.2006. *Basic Health Service SystemPuskesmas*. Samarinda, Mulawarman University.

- Pasolong, Herbani. 2010. *Theory of Public Administration*. Makassar: Alfabeta CVKeban, Jeremias T. 2008. *Six Strategic Dimensions of Public Administration: Concept, Theory and Problems Edition 2*. Yogyakarta: Publisher Gava Media
- Lutfi JKurniawandan Mustofa Ludfi. 2017. *Law and Public Policy*. Equivalent Pres Grup Instrans Publisng. Jatim
- Rizter, George. 2010. *"Modern Sociological Theory"*. Translation Alimandan. Jakarta: Kencana Prenada Media Group
- Martono, Nanang. 2012. *"Sociology of Social Change"*. Jakarta: PTRaja Grafindo Persada
- Sulaeman, Endang Sutisna. 2011. *Health Management Theory and Practice in Puskesmas*. Yogyakarta: Gadjah Mada University Press
- Sugandi, Yogi Suprayogi. 2011. *Administration Common: Concept and Its development in Indonesia*. Graha Ilmu: Yogyakarta
- Sinambela, Lijan Poltak, et al. 2010. *Reform, Policy, and Implementation of Public Services*. Jakarta: Bumi Aksar.
- Suteki, Kill the enemy. *Legal Research Methodology. (Philosophy theory and practice)* PTRaja Grafindo Persada. Depok. 2018
- Tjiptono, Diana. 2008. *Management and Marketing Perspectives Contemporary*. Yogyakarta: Andi.

## 2. Rule

Government Regulation Number 2 of 2018 concerning Minimum Service Standards

Regulation of the Minister of Health (Permenkes) Number 4 of 2019 concerning Technical Standards for Fulfillment of Basic Service Quality

Minister of Health. 2004. *"Decree of the Minister of Health RINo.128/MENKES/SK/II/2004 concerning Guidelines for Public Service Delivery"*.

## 3. Article

Budiyanti, R. T., & Herlambang, P. M. (2021). Legal Protection of Patients in Online Health Consultation Services. *Indonesian Journal of Health Law*, 1(01), 1–10. <https://doi.org/10.53337/JHKI.V1I101.1>

Larasati, E. (2010). *Construction of Public Service Policy*. <http://eprints.undip.ac.id/9485/>

Pundenswari, P. (2017). Analysis of the Effect of the Quality of Public Services in the Health Sector on Community Satisfaction. *Public Journal : Scientific Journal of State Administration Science*, 11(1), 13–21. <https://journal.uniga.ac.id/index.php/JPB/article/view/2>

W. T. N. (2015). Legal Interpretation In Determining The Elements Of Medical Malpractice Negligence. *Justician Journal of Law*, 92. <https://doi.org/10.20961/YUSTISIA.V92I0.3832>

## Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (<http://creativecommons.org/licenses/by/4.0/>).