



## **Improvement Efforts Quality of Health Services (Study at Merauke Regency General Hospital)**

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Received: 01-01-2024

Accepted: 10-02-2024

Published: 01-03-2024

### **Abstract**

The problem formulation in this research is: 1. What services does the Merauke Regency Regional Hospital provide to the community? 2. What is the quality of health services at Merauke District Hospital? The objectives of this research are: 1. To find out and describe efforts to improve health services at the Merauke Regency Regional Hospital for the community. 2. To find out the quality of services provided by Merauke District Hospital to the community. The research results show that efforts to improve the quality of health services at the Merauke District Hospital are sufficient. This can be seen in indicators of staff capacity, availability of facilities and infrastructure, and cost capabilities. Meanwhile, the distribution of health workers has not yet been implemented. The quality of health services at Merauke District Hospital is very high in terms of indicators of reliability, trust and empathy. The quality of health services at the Merauke District Hospital is very poor in terms of responsiveness and concrete indicators.

**Keywords:** *Quality improvement, Service quality*

### **INTRODUCTION**

Indonesian people are aware of the importance of health as basic capital (asset) in doing anything. Therefore, the Ministry of Health continues to carry out reforms to improve the country's health status. One of the efforts made is to launch the vision of Healthy Indonesia 2010. Health, which is an element of human welfare, must be realized in accordance with the ideals of the Indonesian nation as regulated in the 1945 Constitution: "Through sustainable development based on Pancasila." and the 1945 Constitution. Based on Law Number 23 of 1992 concerning Health, Chapter II Articles 2 and 3: Health development occurs on the basis of humanity, based on the belief in the Almighty God, the benefits of joint efforts and kinship. Justice and Equality, Life and Balance and Confidence in One's Abilities and Strengths (2), Health Development aims to increase awareness, willingness and ability to live healthily for all people in order to achieve optimal levels of public health coverage (3). The success of health development is greatly influenced by the availability of healthy, qualified and skilled human resources in a health program. The importance of healthy living makes health the most important human need among other life needs. Meeting health needs is the right of every human being, as stated in the "Declaration of Human Rights" Article 25 paragraph 1 in Moenir (1995: 35). "Everyone has the right to a life that guarantees health and a good livelihood for himself and his family, including food, clothing, housing and health services, as well as necessary social services, as well as the right to a sense of security in the event of unemployment, widowhood, widower, etc. other. elderly or... "Suffering from deprivation, livelihood, etc. due to obstacles beyond his

control." Efforts to meet the health needs of the Indonesian population of up to two hundred people are certainly not an easy matter. One of the national health development strategies is to implement health-oriented national development, which means that every development effort must make a positive contribution to a healthy living environment and healthy behavior. As a reference, health development refers to the concept of the "Healthy Paradigm", namely health development (promotion) and disease prevention (preventive) versus efforts to cure or treat (curative) and recovery (rehabilitative) towards comprehensive, integrated and sustainable services. The method. The success of health development has an important role in improving the quality and competitiveness of Indonesia's human resources. To make the development of the health sector a success, various health efforts are needed which are carried out comprehensively, gradually and integratedly. To achieve optimal levels of public health. To achieve this, comprehensive, integrated and sustainable health efforts will be carried out as required by Law Number 36 of 2009 concerning Health.

In this case, the hospital as the technical implementation unit of the health service system is responsible for organizing health service efforts. General Hospitals in accordance with their functions (as health development centers, community and family empowerment centers, and basic health service centers) are obliged to seek, provide and manage quality services to meet the community's needs for quality health services. The Development Goal is to achieve the highest level of health for all. Health development is an intervention to support economic development, especially to alleviate poverty and overcome the economic crisis. Gunnar Myrdal, a health economist, says: "People are sick because they are poor. They are poorer because they are sick, and they are sicker because they are poor." Therefore, the service must be available to users. society, including the poor, into optimal service, namely H. a service whose quality can be understood and meets the needs and expectations of service users. As part of the implementation of comprehensive and holistic health efforts, one of the health facilities established by the government is a regional general hospital as a reference. Health service facilities equipped with adequate medical and non-medical equipment as regulated in Law Number 44 of 2009 concerning Hospitals. Hospitals play an important role in carrying out health development, especially in the curative and rehabilitative fields as the main task of hospitals. To be able to carry out hospital duties requires large human and financial resources.

The above background examines the problems and the role of Merauke District Hospital employees' performance in providing health services to the community. In order for this research to focus more on examining these problems, the researcher formulated the following questions: 1. How do the Merauke Regency Regional General Hospital's health services provide to the community? 2. What is the quality of health services at Merauke District Hospital?

Considering the background above, the objectives of this research are: 1. To find out and describe efforts to improve health services at the Merauke District General Hospital to the community. 2. To find out the quality of services provided by the Merauke District Hospital to the community.

## RESEARCH METHOD

This research was conducted at the Merauke District General Hospital and focused on the performance of public hospital health services. The population of this study consisted of all health workers at the Merauke District Hospital, totaling 336 people. For the purposes of this research, a sample of 40 people was taken using a total or purposive

sampling method consisting of 40 health workers.

Data collection techniques that can be obtained include: 1. Primary data, namely. H. Data is logically obtained directly from research informants through observation, interviews and distributing questionnaires to informants. A. In-depth interviews (skilled interviews), namely data collection techniques where informants are asked both structured and unstructured questions to obtain detailed information regarding the problems raised by the researcher. Informant interviews are carried out with the consideration that the informant can provide data and information that is expected to answer the problem being investigated. The informant in question is the Director of the Buton Regency Regional Hospital. B. When using a questionnaire or survey, the questionnaire is distributed to respondents with a series of questions related to the research problem. 2. Secondary data is data obtained by searching for written sources such as books, literature and research reports that are relevant to the title of the research being studied.

Data analysis and processing was carried out using qualitative description techniques, namely the data was described in detail and in accordance with the reality in the field.

## RESULTS AND DISCUSSION

The following describes the research findings regarding efforts to improve the quality of services at the Buton Regency Regional Hospital.

### **Efforts to increase human resource (HR) capabilities**

Efforts to increase staff capacity here mean efforts to increase skills, knowledge and attitudes through staff training carried out by the Director of the Merauke Regency Regional General Hospital. Hospital managers must seriously focus on improving the performance of their equipment. This is proven by the lack of optimal opportunities to participate in equivalent training for employees in structural and functional positions. Based on research at the Merauke District Hospital, it was found that staff had improved through training. For more details, see the table below:

Respondents' responses to increasing training for health workers at the Merauke Regency Regional Hospital

No	Respondents' Responses	Number (people)	Percentage (%)
1	High	8	20
2	Enough	18	45
3	Low	14	35
	Total	40	100

*Source: Processed Questionnaire Results*

The table above shows that 8 respondents (20%) stated that hospital management's efforts to improve education were in the high category. Furthermore, 18 respondents (45%) stated that they were in the sufficient category to improve health worker training. In addition, 14 respondents (35%) stated that hospital management efforts to improve health worker training were still very low.

From the respondents' answers above, it can be seen that efforts to increase staff training have not been optimal but only in the appropriate category, meaning that there must be serious efforts from the hospital management to control this problem considering that the training provided is not appropriate. enough to be applied to current tasks, but also to optimize existing tasks so that good employee performance is achieved in the future. The following are the results of an interview with the General Manager of the Merauke Regency Regional Hospital "For

employees who have not yet continued their training, we really hope this can happen. Because one of the hospital's programs is education and training to improve the skills and abilities of its officers. Even though the budget is very limited, we are trying to keep this program running. And we hope that the government will also make a contribution to this hospital."

Therefore, public hospital managers have a very important role in ensuring that all health workers can improve their training so that the quality of health services can be felt by the community, especially in Merauke Regency.

#### **Efforts to increase cost capabilities**

Cost capability refers to the amount of resources that must be available for the organization and/or use of various health measures. From a service provider's perspective, health costs are the amount of resources that must be provided in order to provide health services. Against this background, it appears that the cost of health services from the perspective of health service providers is a major problem for the government and the private sector, namely the parties who will implement health service efforts. Along with the development of the globalization era, money or costs have become the most valuable item in the implementation of health service activities, which will not function optimally if the cost of health services is not budgeted by the central and regional governments.

Based on the research results, the majority of respondents chose the government's optimal efforts in providing the Merauke District Hospital budget. Further details regarding the research results are presented in the table below:

Table. Respondents' responses regarding the procurement of the Health Budget

No	Respondents' Responses	Number (people)	Percentage (%)
1	High	8	20
2	Enough	20	50
3	Low	12	30
	Total	40	100

*Source: Processed Questionnaire Results*

The table above shows that 8 respondents (20%) stated that the government's efforts to increase the health budget were considered optimal. Then 20 respondents (50%) stated that budget procurement by the regional government was quite optimal in this category. Apart from that, 12 respondents (30%) stated that the government's budget efforts were considered less than optimal.

From the respondents' responses above, it can be seen that the government's efforts to increase the budget have been quite optimal. The following are the results of an interview with the Director of the Merauke Regency Regional Hospital "We are grateful and really hope for government support so that when we run hospital services, we have an adequate budget that we can use to provide quality health services." Because the costs of health services are borne by the government, hospitals as one of the public health service units can carry out their duties and functions with the best quality if the allocation of funds is maximized. So that health services are quality and satisfying.

#### **Availability of facilities and infrastructure**

The availability of facilities and infrastructure is the government's effort in health programs to support and ensure that health programs are on target and achieve effective and efficient results. Special consideration

must be given to the availability of medical and paramedical personnel and the needs of the community, whether it is affordable or whether the area and population are sufficient. This includes the availability of facilities and infrastructure such as providing adequate buildings and distribution of medicines. Respondents' responses to health service procurement efforts can be seen in the table below:

Table. Respondents' answers regarding the procurement of health facilities

No	Respondents' Responses	Number (people)	Percentage (%)
1	High	10	25
2	Enough	16	40
3	Low	14	35
	Total	40	100

*Source: Processed Questionnaire Results*

The government is maximizing the provision of categorized health facilities. Then, 16 respondents (40%) stated that the category was quite optimal in providing health facilities by the government. In addition, 14 respondents (35%) stated that the government's efforts to provide health facilities were categorized as not yet optimal.

From the respondents' responses above, it can be seen that efforts to provide health facilities are still in the medium or maximum category. The following are the results of an interview with the Director of the Merauke Regency Regional Hospital "We are grateful and really hope for government support so that hospitals have adequate facilities and infrastructure to provide quality health services in carrying out their activities. Even though the government has so far provided support for facilities and infrastructure. We strive to provide quality services even though facilities and infrastructure are very limited."

#### **Distribution of health workers**

The distribution of health workers is the government's effort to distribute professional health workers evenly to support the community in health services. Currently, the distribution of health workers is a big problem that needs to be resolved. Bearing in mind that many health workers who are stationed in remote areas often neglect and neglect their duties for reasons of not being able to adapt to the environment in which they will work or because they think that living in remote areas does not match their salary. accept. And they prefer to move to the city. The reason is, people who want to seek treatment will have difficulty and have to be willing to wait a long time because the doctor is late or not available. Respondents' answers regarding the internship process carried out by hospitals in other areas to gain experience and knowledge are presented in the table below.

Table. Respondents' answers regarding the implementation of internships for health workers

No	Respondents' Responses	Number (people)	Percentage (%)
1	High	10	25
2	Enough	12	30
3	Low	18	45
	Total	40	100

*Source: Processed Questionnaire Results*

The table above shows that 10 respondents (25%) stated that the hospital management's efforts in implementing the training process

categorized for health workers had been implemented. The responses of 12 respondents (30%) in this category indicate that the hospital management's efforts in carrying out the training process for health workers are sufficient. In addition, 18 respondents (45%) stated that efforts by hospital leaders to carry out training processes for health workers were not implemented.

From the respondents' answers above, it is clear that the efforts of hospital managers in carrying out the training process for health workers are still lacking. The following are the results of an interview with the Director of the Merauke Regency Regional Hospital "Actually, this training process is carried out by the Buton District Hospital, but we hope that this can be followed and raise enthusiasm among medical personnel. This is not something new, but rather a process where we carry out training processes in hospitals outside the district or province. And the lack of budget to carry out the training process hinders this process." This training provides health professionals in other regions or other public hospitals with more experience and insight, which they can then apply and adapt in their own hospitals.

### **Quality of health services at Buton District Hospital**

The following describes the results of research on the quality of service at the Buton Regency Regional Hospital.

#### **Reliability (rehabilitation)**

Reliability is the ability to perform promised services precisely and reliably. The reliability referred to in this research is the implementation of work by health workers, where the results obtained are completed quickly and purposefully according to the time set by the organization. This causes people to increasingly distrust the organization's performance because it is not on the right track in terms of service delivery.

In accordance with the research results, data was obtained that most respondents had abilities that were categorized as appropriate in carrying out their work in providing health services to patients. More details of the research findings are shown in the following table:

Table. Respondents' responses regarding accuracy in providing health services

No	Respondents' Responses	Number (people)	Percentage (%)
1	High	18	45
2	Enough	14	35
3	Low	8	20
	Total	40	100

*Source: Processed Questionnaire Results*

The table above shows that 18 respondents (45%) stated that the work of health workers in providing health services to patients was correct in accordance with hospital guidelines. Then as many as 14 respondents (35%) stated that the work carried out by employees was sufficient in accordance with organizational guidelines. Apart from that, 8 respondents (20%) stated that the work of health workers in providing health services in the less suitable category had been carried out correctly. In this case, health workers are very capable of working quickly and precisely so that the quality of health services is very satisfying. Based on the description of the data, in general it can be said that the health workers at the Merauke District Hospital are very capable of carrying out their duties as health workers quickly and precisely according to the needs of their patients. This means that the quality of service of Merauke District Hospital health workers is in the "Very

Capable" category in completing various tasks quickly and precisely as expected.

### **Trust (trust)**

Trust refers to an employee's knowledge and politeness as well as his ability to inspire trust and confidence or certainty. What is meant by trust here is the ability of health workers to interact politely with patients, the ability to persuade patients to carry out interactions. Public or patient confidence in carrying out their duties and responsibilities as health workers is greatly influenced by politeness, self-confidence and good and optimal communication from a health worker. For greater clarity, the research results are presented in the table below:

Table. Respondents' responses regarding the ability of health workers to interact politely with patients

No	Respondents' Responses	Number (people)	Percentage (%)
1	High	32	80
2	Enough	8	20
3	Low	0	0
	Total	40	100

*Source: Processed Questionnaire Results*

From the data above, out of 40 respondents, 32 respondents or 80% reported that the ability of health workers to treat patients politely included the ability to carry out their duties by treating patients politely. Apart from that, around 8 respondents or 20% were less able to interact politely with patients. Furthermore, 0 respondents or 0% were classified as incompetent, meaning that all respondents, in this case the Merauke District Hospital health workers, were unable to interact politely with patients.

### **Empathy (empathy)**

Empathy is a prerequisite for personal care and support for customers. Empathy here refers to how much health workers care about patients. Does he only treat patients whose patients are his family or who pay more, or are the health workers who treat all patients at the Merauke Regency Regional Hospital?

From the results of data analysis, out of 40 respondents, 18 respondents or 45% stated that the concern of health workers in helping patients was considered maximum in the sense that the work of health workers in helping patients was very good or satisfactory. Apart from that, 14 respondents or 35% stated that it was completely optimal in the sense that health workers' concern for patient care was mediocre, even 8 respondents or around 20% stated that it was not optimal in that sense. the number of health staff caring for patients is very poor or low. To improve the quality of health services, concern for patients must be considered.

### **Tangible**

The external appearance, equipment, staff and communication media are tangible. What is meant by "real" here is the provision of health facilities and equipment at the Merauke Regional General Hospital. If the form or appearance here is the provision of health facilities, it can be seen that 12 respondents (30%) out of 40 respondents stated that the provision of health facilities and equipment was in the good category. A total of 12 respondents or 30% of 100% of respondents stated that the availability of health facilities and equipment was quite good. Apart from that, 16 respondents or 40% of respondents stated that the availability of health facilities and equipment was not good. Based on the description of this data, in general it can be said that the provision of health facilities and services is still very poor.

## CONCLUSION

Based on the description presented above, the author draws the following conclusions: Efforts to improve the quality of health services at the Merauke Regency Regional Hospital are sufficient, this can be seen from the indicators of staff capacity, availability of facilities and infrastructure, and cost capabilities. . Meanwhile, the distribution of health workers has not yet been implemented. The quality of health services at the Merauke District Hospital is very high in terms of indicators of reliability, trust and empathy. The quality of health services at Merauke Regional Hospital is very good in terms of responsiveness and real indicators.

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