

THE ELEMENTS ANALYSIS OF COMMUNITY SATISFACTION SURVEY IN IMPROVING HEALTH SERVICES IN THE REGIONAL GENERAL HOSPITAL OF FARMERS AND FISHERMEN OF BOALEMO REGENCY

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ABSTRACT

The present study aims to 1) identify and analyze the elements of the community satisfaction survey in improving health services at the Farmers and Fishermen's Regional General Hospital, Boalemo Regency; 2) determine and analyze the factors that determine the success of the community satisfaction survey element in improving health services at the General Hospital of Farmers and Fishermen, Boalemo Regency.

This study uses a qualitative approach with a descriptive type of research. The data collection techniques have been conducted through observation, interviews, documentation, and literature study.

The results show that 1) Community Satisfaction in Improving Health Services at the Farmers and Fishermen Hospital of Boalemo Regency that the requirements, system mechanisms, and service procedures are in accordance with applicable regulations but related to completion time, the level of patient satisfaction is still low; 2) The factors that determine community satisfaction in improving health services at the Boalemo District General Hospital for Farmers and Fishermen are product quality, service quality, emotionality, price/tariff, and cost.

Keywords: Survey, Satisfaction, Health Services

INTRODUCTION

The government in fact is acting as a service provider to the community. The existence of the government is not to ask for services for itself, but the existence of the government to serve the community and be able to create conditions that allow each individual or community group to be able to grow the ability and creativity to achieve the same goal [11].

Given that the main function of the Government is to serve the community, the government needs to continue to improve the quality of services, especially health services [8]. Improvements in the implementation of health services from time to time must always be made

improvements in order to maintain and improve public health, prevent and cure various kinds of diseases suffered by individuals, families, or communities [4].

While the definition of health services according to law number 36 of 2009 is a healthy state, both physically, mentally, spiritually and socially that allows everyone to live socially and economically productive. The government in providing health services can be in the form of mass or general health services which are usually in the form of health programs and individual services.

Hospitals as one of the health service facilities that have a role in efforts to accelerate the improvement of public

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health degrees, on the other hand in carrying out their functions and responsibilities are often faced with a very basic problem, namely the demands of the community for quality services, on the other hand the function as a social facility, unit Health services, especially hospitals, are said to have good health services if they can satisfy every user of health services in accordance with the average level of satisfaction of the population, and their implementation is in accordance with the standards of the professional code of ethics that have been set [1].

The level of satisfaction from visitors or customers can be seen from the good response shown by the customer when he visits the service place or the way he conveys to other visitors the best quality provided in a service he has visited. Community satisfaction can be used as a reference for the successful implementation of programs and activities carried out in an agency providing public services. The Community Satisfaction Survey (SKM) is data and information about the level of community satisfaction obtained from the results of quantitative measurements of public opinion in obtaining services from public service providers by comparing their expectations and needs [12].

In the context of implementing public service accountability, in accordance with the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017, evaluation is needed to improve service quality and customer satisfaction. This regulation explains that the assessment can be carried out by means of a Community Satisfaction Survey. The Community Satisfaction Survey is carried out periodically at least once a year. This is one of the parameters to see the appearance of public service providers in providing quality services to

the community, including hospitals as public service providers

The implementation of public services carried out by government agencies in various fields of service, especially those concerning the fulfillment of public rights and basic needs, is still lacking, this is not in accordance with the demands and expectations of the community. This problem can be identified, among others, from the number of reports, complaints submitted by the public as service users through the mass media or directly to the unit providing public services, both regarding methods and service policies that are still ambiguous, not transparent or less open in terms of delivery. information, and does not have a fixed procedure so that it is less consistent in terms of guaranteeing certainty (legal, time and cost) and there are still frequent practices of unofficial levies. Some facts that can strengthen this statement are the low Boalemo Regency Bureaucratic Reform Index and the poor achievement of the Ombudsman's assessment of the Republic of Indonesia on public services in Boalemo Regency. The Bureaucratic Reform Index is an index value issued by the Ministry of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia through the Bureaucratic Reform Self-Assessment on the Implementation of several components and indicators of Bureaucratic Reform implemented by the Regional Government. The Bureaucratic Reform Index assessment covers all regional apparatus organizations but is focused on public service agencies including the Boalemo District General Hospital for Farmers and Fishermen. Two components related to public services are the value of improving the quality of public services on the lever component and the value of the external survey of public services on the outcome component.

Based on the results of the Ombudsman's assessment of the Republic of Indonesia on the implementation of public service compliance on regional apparatus that carry out public services, Boalemo Regency is included in the Yellow Zone for compliance with public services after previously entering the Red Zone. The Yellow Zone predicate indicates that the public service compliance predicate of Boalemo Regency is low. The low value of these two components also indirectly illustrates the low level of public services at the Farmers and Fishermen Hospital as part of the Regional Apparatus unit implementing public services in Boalemo Regency.

The Regional General Hospital (RSUD) for Farmers and Fishermen of Boalemo Regency is a Hospital owned by the Regional Government in Boalemo Regency which is a Class C Hospital that provides public health services in terms of advanced care based on initial observations made at the Regional General Hospital for Farmers and Fishermen In Boalemo Regency, patient satisfaction in terms of health services in outpatient and inpatient units is still relatively low. This is due to the quality of services provided by the hospital is still not optimal. The problem of service quality at the General Hospital of Farmers and Fishermen of Boalemo Regency is closely related to the availability of health workers, especially specialist doctors who are not sufficient in quantity where it is illustrated that the number of specialists in basic services is not sufficient to fulfill the services available at the General Hospital of Farmers and Fishermen.

In accordance with initial observations from researchers that basic specialist services such as internal medicine, pediatrics, obstetrics and gynecology services have not been met, the number of service providers in accordance with the Class C Hospital

classification can cause delays in services in inpatient and outpatient units at the hospital. Farmers and Fishermen, while the suitability of service requirements is still not clear and the service flow is not well socialized resulting in the accumulation of queues at the outpatient registration counter. In addition, several other problems exist in the certainty of waiting time for patients who are too long in outpatient this is because there are several specialist services served by part-time doctors so that the certainty of timely service cannot be ascertained, because the doctor is a part-time doctor in the hospital. Another hospital.

Judging from the service procedures, completion time, service costs, service products, facilities and infrastructure, and the competence of service officers still not implemented properly, this is caused by several problems, namely the unclear flow and service procedures provided by health workers and administration in hospitals Farmers and Fishermen of Boalemo Regency.

The cost of services is classified as high or expensive, where for the cost of increasing the class of inpatient services above class 1, you must pay a cost difference of at most 75% (seventy-five percent) of the Class 1 Inpatient Tariff-CBGs. In addition, the management information system of Tani Hospital and Fishermen in Boalemo Regency are not doing well, so evaluating the payment rates for General and BPJS patients is still difficult to do.

Service products for patients at the Tani and Fisherman Hospital in Boalemo Regency have not been maximized. This can be seen from the number of complaints from the public about the services provided, which start from long queues for BPJS participants so that it takes a long time, and the referral system whose flow is too complicated where for BPJS Health patients the referral process

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is tiered, of course this is difficult for patients who critical.

The existing facilities and infrastructure at the Tani and Fisherman Hospital of Boalemo Regency are not adequate, the availability of a VIP room which is only 4 beds and a VVIP room only 2 beds, in 2020 this room is no longer used because some of the facilities in it are not functioning, this can reduce interest patients to seek treatment or be treated at the Tani and Fisherman Hospital, Boalemo Regency.

RESEARCH METHODOLOGY

The research method is a method or process that can be taken in relation to research that is currently being carried out, which in its implementation must have systematic steps or processes. The research method can be interpreted as a scientific way of enabling valid data so that goals can be found, developed, and proven, with certain knowledge so that they can be used in understanding, solving, and anticipating problems [13].

The research method applied in this study is qualitative research with a descriptive approach, namely the researcher seeks information about the existing symptoms, and is clearly defined based on the objectives to be achieved, then plans the approach, then collects data and materials for reporting. In this study, the researcher wanted to study and analyze the Community Satisfaction Survey in Improving Health Services at the Boalemo District General Hospital for Farmers and Fishermen based on Permenpan-RB of the Republic of Indonesia No. 14 of 2017 concerning Guidelines for Community Satisfaction Surveys for Public Service Providers. The elements of the Community Satisfaction Survey in this regulation consist of: Requirements, systems, mechanisms and procedures, completion time.

The focus of this research is as follows:

1. Elements of a Community Satisfaction Survey in Improving Health Services at the Boalemo District General Hospital for Farmers and Fishermen, where the sub-focuses are:
 - a. Terms of Service
 - b. Service Mechanism and Procedure System
 - c. Service completion time
2. Factors that determine Community Satisfaction in Improving Health Services at the Regional General Hospital for Farmers and Fishermen, Boalemo Regency. with subfocus:
 - a. Product quality
 - b. Service quality
 - c. Emotional
 - d. Price / Tariff

Collecting data in research is a basic thing that is done by researchers. Data collection techniques used for the data collection process in this study were observation, interviews, documentation, and literature study.

Meanwhile, the data analysis technique uses three streams of activities carried out in qualitative data analysis, namely data reduction, data presentation, and conclusion drawing/verification by Miles and Huberman [13].

FINDINGS

Service requirements

Requirements are requirements that must be met in the management of a type of service, both technical and administrative requirements. Patients from the Outpatient Unit of the Boalemo District General Hospital who wish to carry out an examination or treatment must of course meet all the existing service requirements.

Based on the results of interviews with several informants and observations of researchers, it can be concluded that the administrative service requirements for

patients, both general patients and BPJS patients at the Outpatient Unit of the Farmers and Fishermen Regional General Hospital, Boalemo Regency are quite easy to fulfill as long as the community has a clear identity, namely the Card Identity Cards and BPJS Cards and showing Referrals from Health Centers Related to Patients Who Have BPJS, In addition, there is a discrepancy in the data on the Identity Card and BPJS Card, which usually becomes an obstacle for patients who of course have to readjust, by making a certificate of different names. at the outskirts/villages.

Systems, mechanisms and procedures

Procedures are standardized service delivery procedures for service providers and service recipients, including complaints. Hospitals are part of public services so they must make and establish procedures properly and clearly so that they can be easily understood by the community. Administrative services are indeed very well supported by clear systems, mechanisms and procedures and in carrying out services carried out in accordance with applicable procedures.

Based on the results of interviews with several informants and observations of researchers, it can be concluded that the system of mechanisms and procedures for administrative services at the Regional General Hospital for Farmers and Fishermen of Boalemo Regency has been carried out in accordance with what has been determined. But it has not run optimally, this is because the administrative officer has not fully explained from the start the requirements and what files must be prepared. And it has not fully explained the mechanisms and procedures that must be carried out and what should not be done by patients and their families.

Service completion time

Service Completion Time is the period of time required to complete the

entire service process for each type of service. In providing services, it is necessary to determine the time period for completing the service, so that the public can find out how long the service process will take.

Based on the results of interviews with several informants and observations of researchers, it can be concluded that the completion time of administrative services at the Farmers and Fishermen Regional General Hospital of Boalemo Regency is in accordance with existing procedures. In its implementation it is quite good, it's just that the completion time of medical services is still not optimal because there are several medical officers who have to serve several places such as inpatient ER and outpatient. This causes the completion time of medical services often takes quite a long time.

Product/service quality

Related to the quality of products/services, administrative services and medical services at the General Hospital of Farmers and Fishermen, Boalemo Regency, according to the results of interviews with informants, it can be stated that the authors found several things that need to be improved by the management of the Farmers and Fishermen Hospital. Among them is the provision of medical record files for old patients that are not in accordance with established service standards. In the RSTN service standard, the provision of medical record files for old patients (registration of old patients is listed in 5 minutes) but findings in the field that the time for providing medical record files for old patients exceeds the stipulated time. This is because the old patient's medical record file is still in the inpatient treatment room. Supposedly after the inpatient is declared finished inpatient treatment or the patient goes home, the medical record file must be returned 2x24 to the medical record installation. So that when the

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patient does control at the polyclinic, the medical record file is already available at the medical record installation. So the authors suggest that if administrative services are carried out manually, returning medical record documents from the inpatient treatment room to the medical record installation room is necessary to pay attention to the timeliness of returning medical record files. Management can also implement digitization of patient medical record files, so that the document will be easily summoned/presented in a short time.

Service quality

The quality of administrative services at the Farmers and Fishermen Regional General Hospital of Boalemo Regency, according to the results of interviews with several informants and observations of researchers, it can be concluded that the quality of administrative services at the Boalemo Regency General Hospital of Farmers and Fishermen still needs to be improved, meaning that it has not yet achieved the desired quality. desired by the patient. This is due to the inadequacy of the existing facilities, the lack of clarity in the information provided by the service officer, the absence of information on the bulletin board/information at the Farmers and Fishermen Hospital of Boalemo Regency related to the requirements for guarantee management. For this reason, it is necessary to make improvements made by the hospital by taking into account all the wishes of the patient, so that it can satisfy all patients and their families.

Emotional

Emotional referred to here is the feeling of the patient after feeling or receiving administrative services and medical services provided by the hospital. Based on the results of interviews with several informants and observations of researchers, it can be concluded that there are still some patients who are not satisfied with the administrative services

provided by administrative officers at the General Hospital of Tani and Fishermen, Boalemo Regency. Where the problem that often occurs is that administrative officers do not provide information from the beginning of entering the hospital regarding the existence of information from the beginning regarding the flow of services and certainty of service time.

Price

The price referred to in this study is the service provided has quality and is obtained at a lower price. The results of interviews with several informants and observations of researchers can be concluded that the services provided by the Farmers and Fishermen Hospital of Boalemo Regency are in accordance with the predetermined price and in accordance with the rights of each patient. Where the patient does not know about the nominal price to be paid because it has been borne by the BPJS Health.

Cost

The cost referred to here is that the services provided have quality and patients do not need to incur additional costs to obtain services. Based on the results of interviews with several informants and observations of researchers, it can be stated that in general the cost of services at the Farmers and Fishermen Hospital is good but several things need to be improved, including the availability of drugs at pharmacies at the Farmers and Fishermen Hospital. The author found that some polyclinic patients covered by BPJS received prescriptions that were not available at hospital pharmacies. So to get the drug the patient must look at other pharmacies outside the hospital. This has the consequence of additional costs that must be borne by the patient. All drugs covered by BPJS should be available at the hospital.

DISCUSSION

Service requirements

Requirements are requirements that must be met in the management of a type of service, both technical and administrative requirements. Where the requirements referred to in this study are the requirements that must be met by outpatients in managing the flow of service guarantees at the Farmers and Fishermen Regional General Hospital, Boalemo Regency.

The requirements set by RSUD-TN Kab.Boalemo related to the SOP for the completeness of administrative registration of general patients and BPJS patients are identity cards, old patient identity cards, BPJS cards if those who have BPJS and referrals from the Puskesmas or family doctors if they have BPJS.

Based on the results of research and observations made by researchers related to the requirements in administrative services for patients in the outpatient unit of the Boalemo District General Hospital for Farmers and Fishermen, it is quite easy to fulfill as long as the community has a clear identity, namely Identity Cards and BPJS Cards and Referral Letters. From Puskesmas and Family Doctors for Patients who have BPJS Health. and the officer should have provided information at the beginning of the management of the requirements. In addition, there is a discrepancy in the data contained in the identity card and BPJS card, which is usually an obstacle for patients who must readjust, by making a certificate of different names in the village/village.

Requirements to obtain services should be met for all people in managing something in every government and private organization. For this reason, every organization in setting requirements must also prioritize convenience, speed for the community, so that when viewed

from the existing requirements, the community can assume that the services provided are of high quality and can provide satisfaction for the community.

Service quality which is often referred to as service quality is how far the difference between the reality and the expectations of customers for the services they receive or obtain [10]. Expectations are the desires of customers from services that may be provided by the company. So the quality of service is basically the quality of a service that distinguishes between reality and expectations.

Systems, mechanisms and procedures

The system is a network of procedures made according to an integrated pattern to carry out the company's main activities [9]. Procedures are standardized service procedures for service providers and recipients, including complaints. The system of mechanisms and procedures referred to in this study are the procedures applied in administrative services at the General Hospital of Farmers and Fishermen, Boalemo Regency.

Meanwhile, the procedure is a sequence of clerical activities, usually involving several people in one or more departments, which is made to ensure uniform handling of corporate transactions that occur repeatedly [9]. In addition, the procedure is a working procedure, namely a series of actions, steps or actions that must be carried out by someone and is a fixed way to be able to reach a certain stage in the relationship to achieve the final goal [2].

Based on the results of research and observations made by researchers related to the mechanism system and administrative service procedures at the Boalemo District General Hospital for Farmers and Fishermen, it has been carried out in accordance with what has been determined, but has not run optimally. This is because the administrative officer still does not fully

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explain the mechanisms and procedures that must be carried out and what should not be done by patients and their families. This results in delays and misunderstandings between the patient's family and the hospital because many of the patient's family do things things outside of established procedures.

Service completion time

Based on Permenpan - RB No. 14 of 2017, the completion time is the period of time required to complete a service process from each type of service until the completion of the service.

The implementation of the service time must be completed within the specified time. The settlement time is determined from the time the application is submitted until the completion of the service, including complaints. The completion time referred to in this study is the completion time of administrative services and medical services at the Farmers and Fishermen Regional General Hospital, Boalemo Regency.

The waiting time standard is set in accordance with the minimum hospital service standards as stipulated in the Decree of the Minister of Health of the Republic of Indonesia Number 129/Menkes/SK/II/2008 concerning Minimum Hospital Service Standards, namely the time it takes from the time the patient registers until he is served by a specialist. the time required is 60 minutes.

Based on the results of the study in general, the service at the Farmers and Fishermen Hospital is quite good where for administrative services the management of the Farmers and Fishermen Hospital has used an electronic queuing system, with adequate waiting room facilities which are equipped with reading rooms for customers and comfortable queue chairs. However, there are several things that need to be improved by the management of the Farmers and Fishermen Hospital. Among

them is the provision of medical record files for old patients that are not in accordance with established service standards. In the RSTN service standard, the provision of medical record files for old patients (registration of old patients is listed in 5 minutes) but findings in the field that the time for providing medical record files for old patients exceeds the stipulated time. This is because the old patient's medical record file is still in the inpatient treatment room. Supposedly after the inpatient is declared finished inpatient treatment or the patient goes home, the medical record file must be returned 2x24 hours to the medical record installation. So that when the patient does control at the polyclinic, the medical record file is already available at the medical record installation.

Meanwhile, for medical services at the Farmers and Fishermen's Regional General Hospital, the implementation is quite good, but there are some findings in the field that the waiting time for services in some polyclinics cannot be ascertained according to the service standards set, this is due to the services of several specialists. who is a part-time doctor in another hospital and also several specialist doctors must serve several treatment rooms so that the completion of services at the polyclinic takes a long time or is not in accordance with existing standards.

Product quality

Product quality is the ability of a product to perform its functions, these capabilities include durability, reliability, accuracy of the resulting product as a whole [5]. In addition, product quality, namely the public will feel satisfied if the results of their evaluation show that the products they use are of quality [7]. The quality of the product referred to in this study is the product of administration and medical services provided at the polyclinic by the Regional General Hospital for Farmers and Fishermen.

Where from these results it is seen whether the patient is satisfied with the product offered or vice versa.

Product quality has several indicators, namely: (a) Performance, which refers to the character of the core product which includes the brand, attributes that can be measured from aspects of individual performance; (b) Product diversity (features), which is measured subjectively by each individual; (c) Serviceability, namely the service ability of a product to produce a conclusion on product quality; (d) Conformance, which can be measured from the level of accuracy and time of completion including the calculation of errors [6].

Based on the research and observations of researchers, it can be stated that the product quality in general at the Farmers and Fishermen's Hospital is quite good where for each specialist clinic it is equipped with adequate facilities and medical equipment in accordance with the needs and standards of availability of medical devices that have been set. However, based on observations, there are several things that need to be improved, namely medical equipment and other supporting room facilities. There are some patients who visit the ENT clinic. KL who require an examination of the degree of deafness measurement, but the equipment and the room are not yet available. In fact, this tool can provide benefits for users of ENT.KL clinic products and can provide satisfaction to users of these products.

The administrative products of the Farmers and Fishermen Hospital management already use an electronic queuing system, with adequate waiting room facilities. However, there are several things that need to be improved, namely the provision of medical record files for old patients is not in accordance with the established service standards. the time for providing the patient's medical record file has exceeded the specified time. This is

because the old patient's medical record file is still in the inpatient treatment room. Based on the research and observations of researchers, it can be concluded that product quality greatly affects customer satisfaction at the Farmers and Fishermen Hospital. Both administrative services and medical services.

Service quality

Service quality is a measure of how well the level of service provided is in accordance with customer expectations [14]. To simplify the assessment and measurement of service quality, a service quality measurement tool called Servqual (service Quality) was developed. This Servqual is a multi-item scale that can be used to measure customer perceptions of service quality which includes four indicators, namely: tangibles (direct evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee) [15].

The quality of service referred to in this study is the quality of administrative services and medical services provided by administrative service officers and medical services at the General Hospital of Farmers and Fishermen. The quality of administrative services and medical services at the District General Hospital for Farmers and Fishermen is basically good. Farmers and Fishermen Hospital Management has posted information on Service Standards as one of the components mandated in Law Number 25 Year 2009 concerning Public Services.

However, there are several things that need to be improved by the Hospital Management, including the lack of explanations for the flow of services to patients so that there are some patients who still do not fully understand the flow of services that must be carried out. Meanwhile, for medical services, the certainty of services in some polyclinics is not in accordance with the service standards that have been set because there

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are several specialist clinics whose waiting times exceed the set time so that this greatly affects patient satisfaction.

Emotional

Emotional is that the public will feel proud and gain confidence that other people will be amazed by it when using a product with a certain brand which tends to have a higher level of satisfaction [7].

From the results of research and observations of researchers, it can be concluded that most of the service users in the polyclinic, both administrative and medical services, feel happy or proud of the services provided, but there are still some patients who are not satisfied with the administrative services provided by administrative officers at the General Hospital. Farmers and Fishermen area of Boalemo Regency, where the problem that often occurs is that administrative officers do not provide clear information regarding the waiting time for completion of services at the polyclinic and there are still patients who have to wait a long time. For this reason, the authors suggest that officers at the polyclinic, both administrative officers and medical services, convey information more often if some specialist doctors are constrained by service time so that patients have certainty to wait for the completion of the medical services they need.

Price

Price is the amount of money that is exchanged for a product or service. Furthermore, price is the sum of all the values that consumers exchange for the number of benefits by having or using an item and service [5]. While the price indicators are price affordability, discounts/rebates, and selling price determination [4].

This price/tariff is determined based on the Regulation of the Regional Head of Boalemo Regency No. 3 of 2012 taking into account the purchasing power of the people in Boalemo Regency. Prices will

be comparable to the services provided. When compared to the same type of service in other health facilities, the price of services at the Farmers and Fishermen Hospital is still relatively good or cheaper when compared to the same service at other hospitals in the Province Gorontalo, so that patients who use the services of the Farmers and Fishermen Hospital are satisfied with the pricing that has been set.

Cost

The cost is that the public does not need to incur additional costs and does not need to waste time to get the desired goods or services [7]. The costs referred to in the study are the costs that must be incurred by the patient or the community at the polyclinic in the service process at the General Hospital for Farmers and Fishermen, Boalemo Regency.

From the results of the research and observations of researchers, it can be concluded that in general the cost of services at the Farmers and Fishermen Hospital is good, but several things need to be improved, including the availability of drugs at pharmacies at the Farmers and Fishermen Hospital. The author found that some polyclinic patients covered by BPJS received prescriptions that were not available at hospital pharmacies. So to get the drug the patient must look at other pharmacies outside the hospital. This has the consequence of additional costs that must be borne by the patient. All drugs covered by BPJS should be available at the hospital.

For patients who are hospitalized, spending costs outside of the provisions is undesirable, if there are additional costs for the sake of healing the patient is willing to pay, but this causes dissatisfaction from patients as users of BPJS Health for the services provided, because patients assume that all costs have been borne by BPJS Health

CONCLUSION

1. Community Satisfaction in Improving Health Services at the Farmers and Fishermen Hospital of Boalemo Regency that the requirements, system mechanisms and service procedures are in accordance with applicable regulations but regarding the completion time, the level of patient satisfaction is still low.
2. Factors that determine Community Satisfaction in improving Health Services at the Farmers and Fishermen Regional General Hospital, Boalemo Regency, concluded that:
 - a. product quality, greatly determines customer satisfaction at the Farmers and Fishermen Hospital, both administrative products and medical service products. In general, the products offered at the Farmers and Fishermen Hospital are quite good. However, there are several things that need to be improved by the management of the Farmers and Fishermen Hospital, such as the provision of medical record files for old patients that are not in accordance with the established service standards. In general, medical service products are good, it's just that some types of medical devices and service rooms are not yet available.
 - b. The quality of service is basically good. However, there are several things that need to be improved, namely the lack of explanations for the flow of services to patients.
 - c. Emotional, that is, most of the service users in the polyclinic, both administrative and medical services, feel happy or proud of the services provided, but there are still some patients who are not satisfied with the administrative services provided by administrative officers because they do not provide clear

information regarding the waiting time for the completion of services. in the clinic and there are still patients who have to wait a long time.

- d. Prices / tariffs in hospital services are very good because they have set a service tariff pattern in accordance with the regional head regulation of Boalemo Regency, namely PERBUP No. 3 of 2012 taking into account the purchasing power of the people in Boalemo Regency.
- e. The cost of services at the hospital in general is good but several things need to be improved, including the availability of drugs at pharmacies at the Farmers and Fishermen Hospital.

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