

# Analysis of Public Satisfaction Against Health Care in Puskesmas Keerom Regency

*by Mugiati Mugiati*

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# Analysis of Public Satisfaction Against Health Care in Puskesmas Keerom Regency

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## ABSTRACT

Quality of services provided by health centers in Keerom regency should be evaluated periodically and continuously. The evaluation is intended to Puskesmas in Keerom can carry out the task and its role in improving the quality of public health. Evaluations are carried out not only by the internal but also needs to be done by others. The hope is to obtain objectivity penilaian..Untuk know the quality of care in health centers in Keerom, the necessary research using application Index, Importance Performance Analysis (IPA) and Diskriptif. Application of this method is done in order to determine the priority of attributes that must be corrected and provide recommendations for improvements in health center services in Keerom. From the results of the application of these methods can be seen the results of research to the health center in Keerom 1). People's satisfaction on the quality of public health services in Keerom obtained an average score of 2.9042 (Satisfied) whereas the hope of obtaining an average score of 3.8490 (important) so that the index of customer satisfaction with public health services in Keerom is 2.8691 (service PHC rated "Good"), 2) Customer Satisfaction towards service Quality Keerom, administrative services an average of 2.8003 (Good), medical service average score of 3.0606 (Good), service charges and drug 2.7160 ( good), Service BPJS / Askes 2.6667 (good). 3) Public perception of anti-corruption associated with the implementation of the health score of the average quality of service equal to 3.0114 (in the category Disagree means that society values Puskesmas in Keerom not happen opportunities of corruption), and the average expectation score by 2.3705 (Important), so that the satisfaction index of 3.0362 (public perception of anti-corruption behavior related to health service delivery in Keerom "Good")

**Keywords:** Customer Satisfaction, Index, Importance Performance Analysis (IPA), Descriptive, Puskesmas in Keerom Regency

## I. Introduction

Puskesmas (community health center) is a technical unit of the Health Bureau which implement the operational function of health development. Keerom Regency had 8 puskesmas and 41 puskesmas pembantu /pustu ( sub community health center ). To ensure the easy access to health services Keerom Regency also had mobile community health center. Keerom had 9 unit of car.

Keerom also try to increase the number of health officers. Keerom had 1.104 health officers consist of 33 doctors, 972 nurses, 69 midwives and 30 non medic helpers.

Keerom regency is considered to have sufficient health officers compared to the number of population. Ideally there should be 30 doctors in every 100,000 residents while in keerom there were 63 doctors for every 100,000 residents. Ideal ratio for nurses is 158 nurses for every 100,000 residents while Keerom had 1.875 nurses for 100,000 residents

Meanwhile, the number of patients reported diarrhea and malaria increased. Diarrhea patients increased from 3,790 to 4,139 patients. The number malaria patient increased from 17,666 to 29.816 patients

Health bureau found that there were 15 patients of HIV / AIDS . This number decreased 55,8% from 2011. In addition, decreasing number of people with disorders are also present in Pnemonia. Recorded in the year 2011 number of Pnemonia was 33 patients, and in 2012 decreased to 29 patients.

Keerom regency had carried out many ways to ensure that the health development goals can be achieved by providing basic medical care. One of the most important basic medical care is health service in delivering of a baby.

There were 934 births in 2012. Out of the 934 births as much as 776 (83,08%) birth was help by health officers. In almost districts almost babies born was helped by health officers. It showed by number of percentage babies born helped by health officers more than 60%. Therefore in Towe District only 2,17% babies born helped by health officers

Another aspect that needed further attention is improvement of population nutrition, specially for toddlers. Nutrition status can be measured by several indication such as body weight. Infant who was born with the weight less than 2,500 gram can be categorized as low body weight. There was only 18 cases in 2011. Decrease 21,73% from 2011.

The different condition occurred in cases of bad nutrition on toddlers. There was only 13 cases of bad nutrition reported in 2012 same as cases occurred in 2011.

One of the way to reduce infant mortality is by conducting immunization for baby. There were several type of immunization given to baby such as BCG, Polio, Hepatitis, DPT and measles. BCG increases baby immunity to tuberculose. Keerom Regency conducted BCG immunization to 1.096 toddlers in 2012.

There was also Polio IV immunization program in 2012. It had successfully given to 1.123 toddlers in 2012. Measles immunization in 2012 only reached 94,1% from the targeted toddlers. DPT as well as Polio immunization had to be carried out three times in order to reach the maximum result.

*There were 1,038 toddlers given the DPT III immunization in 2012 or reached 101,2% of the target.*

Based on the above data quality of service rendered by the Centre for Public Health in Keerom need to be evaluated regularly and continuously. The evaluation is intended for services of Community Health Centers to perform that task and its role in improving the quality of public health. Evaluations are carried out not only by the internal but also needs to be done by others. The hope is to obtain objectivity assessment. Keerom is one of the new districts were formed through the expansion of Jayawijaya. Needs a good health service is indispensable for a healthy society membangaun physically and mentally, as well as other needs in the district. In order to measure the satisfaction and expectations of Community Health Center services to the community in Keerom, it is necessary to do a study.

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