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Training, Malaysia (NFCT)**

**1st
International Conference on
Technology, Management and
Social Sciences
(ICTMSS, 2016)**



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NFCT-STIEM BONGAYA



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**INTERNATIONAL CONFERENCE ON
TECHNOLOGY, MANAGEMENT AND SOCIAL SCIENCES
2016
NILAI FIELD CONSULTANCY AND TRAINING (NFCT)
STIEM BONGAYA**



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NILAI FIELD CONSULTANCY AND TRAINING (NFCT)

Nilai Field Consultancy and Training (NFCT) is an International organization, tries to establish strong link between various stakeholders in the literary and publishing world, to act as a medium for effective deliberations and discussions.

The objective behind NFCT is to connect the observations and finding of latest researches, deliberate it in international events like conferences, symposiums, seminars etc. and support the researchers, industrialists, scientists, and intellectuals across the world for cross border works and collaborated outputs. Such efforts have several implications in the form of supporting the policy decision makers in the development or improvement of major policies, taking effective decisions considering the far reaching consequences, giving the insight into effective methodological interventions for reliable outcomes, and finally support the advancement of literature and society.

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International Conference on Technology, Management and Social Sciences Conference 2016 is the first international conference held by NFCT, Malaysia in collaboration with STIEM Bongaya, Indonesia. This conference has the very objective of inviting attention from policy makers, industry, managers, researchers, consultants and trainers, on timely Technology, Management and Social Sciences issues in economic and social development. The conference addresses majority social science areas in addition to technology, business, and social sciences viz., accounting, finance, management, operations management, marketing, psychology, sociology, public health, and entrepreneurship.

CONFERENCE THEME

The conference theme is Role of Technology, Management and Social Sciences in Economy Development. The theme will cover a wide range of topics with particular focus given to the following themes.

HUMAN RESOURCE MANAGEMENT, INNOVATION AND ENTREPRENEURSHIP

- Leadership Development
- Innovation and creativity
- Entrepreneurial orientation
- Motivation at work
- Motivation and Productivity
- Performance management
- Work Culture development
- Change Management
- Workforce management
- Brand building through HR initiatives
- International HR issues
- Managing diversity at work
- Cross cultural communication

- Competency Mapping
- Labor issues
- Welfare Management
- Talent Management
- Team building
- Habit development
- Attitude development
- Effective transaction for productivity
- Personality development Succession planning Quality of life
- Behavioral Modification
- Mentoring and Coaching
- Effective attendance management
- Goal setting and career development
- Other issues on people management

CONSUMER AND MARKET ANALAYSIS

- Consumer behavior analysis
- Consumption analysis
- Market segmentation
- Product management
- Distribution channel
- Brand management

- Customer relationship management
- Green marketing
- Retailing
- Pricing strategies
- Marketing communication
- International marketing

FINANCIAL MANAGEMENT

- Corporate Finance
- Banking /financial institutions
- Financial Statement Analyses
- Islamic Finance and Banking
- Financial and Economic Integration

- Risk Management
- International Finance
- Corporate Governance
- Emerging Markets
- Financial Regulation and Policy analysis

SUSTAINABILITY AND COMMUNITY DEVELOPMENT

- environmental policies
- Corporate social responsibility;
- sustainable business models;
- business economic modeling and simulation
- Efficiency, productivity and externality
- Poverty, inequality and social cohesion
- Sustainable livelihood
- food security;

- climate change
- development of Development
- Integrated resource management;
- technological development and innovation
- Green accounting
- Energy, environment and sustainable systems
- sustainable development

EDUCATION AND TECHNOLOGY MANAGEMENT

- Collaborative Learning
- E-Learning
- Special Education
- Distance Learning
- Vocational Education
- Business Education
- Environmental Education
- Financial Education

- Collaborative Learning
- E-Learning
- Special Education
- Distance Learning
- Vocational Education
- Business Education
- Environmental Education

SESSIONS

International education and industry professionals, academicians and corporate executives, will deliver their paper presentation by providing participants with different perspectives and analysis.

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SATURDAY, 13 TH August 2016		
0800-0900 WELCOME and Registration		
Inaugural Ceremony		
0900-0905	Welcome Address	Prof. Dr. Dileep Kumar M. (Conference Chair)
0905-0915	Speech	Dr. Jusuf Radja. SE. MSi. (Conference Chair)
0905-0930	Speech	Prof. Dr.Ir. Andi Niartiningasih (Koordinator Koperatis IX)
0930-0945	Keynote Speech	Prof. Dr. Gagaring Pagalung SE. MSi. AK. CA.
0945-0950	Vote of Thanks	Ms. Hasbiady SE. MSi.
PHOTO SESSION		
TECHNICAL SESSION 1 MANAGEMENT		Session Chair
1000-1015	A MEDIATING EFFECT OF FOOD NEOPHOBIA TOWARD PURCHASE INTENTION OF GOAT MILKS AMONG MALAYSIANS CONSUMERS. <i>Han Kok-Siew Hayati Binti Abd. Rahman Zairina Binti A. Rahman Asmaddy Bin Haris Lim Lee-Chang Dzulkhari Bin Mohd Rani</i>	PROF. Dr. DILEEP KUMAR M
1015-1030	ANALYSIS OF EFFECT OF PROMOTION MIX, PRICE, LOCATION, IMAGE CAMPUS, STUDENTS CHOOSE THE DECISION INSTITUTE OF ISLAMIC RELIGIOUS AFFAIRS (IAIN) AMBON. <i>Maimunah Toatobun & Khaeril Rutu</i>	
1030-1045	THE EFFECT OF ENTREPRENEURIAL ORIENTATION AND MARKETING CAPABILITIES TOWARD SMALL SCALE INDONESIAN FOOD ENTERPRISES' PERFORMANCE IN SURABAYA. <i>Herry Christian Palit, Monika Kristanti, Debora Anne Yang Aysia, Hana Stefani Wijaya</i>	
1045-1100	MEDIATION EFFECT OF NUTRITIONAL HEALTH CONSCIOUSNESS ON CONSUMER'S GOAT MILK CONSUMPTION. <i>Lim Lee-Chang Hayati Binti Abd. Rahman Zairina Binti A. Rahman Asmaddy Bin Haris Han Kok-Siew Mohd. Dzulkhari Bin Mohd Rani</i>	
1100-1115	EXISTENCE OF SOCIETY RURAL COMMUNITY BASED LOCAL RESOURCE IN ENREKANG DISTRICT, INDONESIA. <i>Irmayani, Darmawan Salman, Didi Rukmana, Farida Nurland</i>	

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1115-1130	INFLUENCE OF MORAL INTENSITY, ETHICS CULTURAL AND PROFESSIONAL IDENTITY ON INTENTION OF WHISTLEBLOWING ACTION IMPLICATIONS ON ACADEMIC FRAUD OF TEACHING ACCOUNTANT IN COOPERATE IXTH REGION SULAWESI. <i>Syamsu Alam</i>	
1130-1145	OWNERSHIP STRUCTURE, FINANCIAL DECISIONS AND THEIR IMPACT ON FIRM VALUE: JAKARTA ISLAMIC INDEX <i>Rika Dwi Ayu Parmitasari</i>	
1145-1200	ANALYSIS OF AGGRESSIVE TAX IN TERMS OF GOOD CORPORATE GOVERNANCE COMPANY LISTED ON THE INDONESIA STOCK EXCHANGE (IDX). <i>Lince Bulutoding</i>	
1200-1215	ANALYSIS OF MANAGEMENT ACCOUNTABILITY SPECIAL AUTONOMY FUND BY THE GOVERNMENT OF PAPUA PROVINCE. <i>Agustinus Salle</i>	
1215-1230	COMMUNITY DEVELOPMENT STRATEGIES IN LOCAL ECONOMIC DEVELOPMENT IN MAKASSAR – INDONESIA. <i>Mohammad Rakib</i>	
1230-1315	LUNCH BREAK	
TECHNICAL SESSION 2 FINANCE & ACCOUNTING		
1315-1330	EFFECT OF REWARD, PUNISHMENT, AND THE WORKING ENVIRONMENT TO EMPLOYEE PERFORMANCE ON THE EDUCATION OFFICE YAHUKIMO PAPUA PROVINCE. <i>Taufik Rachman, Mugiati Muhammad Irfan Aditama</i>	✓
1330-1345	EFFECT OF QUALITY IMPROVEMENT ENGINEER WORKS BY CERTIFICATION IN THE REGIONAL DISTRICT ECONOMY: CASE STUDY IN EAST LUWU DISTRICT OF SOUTH SULAWESI, INDONESIA. <i>Irwan Usman</i>	Dr. SYAMSU ALAM
1345-1400	EVALUATION OF ASSET INTEGRITY MANAGEMENT STRATEGY IMPLEMENTATION IN PRODUCTION CRITICAL ASSET - ASSET (CASE STUDY IN OPEN MINE COMPANY, SOUTH SULAWESI, INDONESIA) <i>Dewa Wirantaya</i>	
1400-1415	OPTIMAL FOREIGN CURRENCIES INVESTMENT PORTFOLIO IN INDONESIA	

	<i>Ali Sadikin & Magdalena Saragih</i>	
1415-1430	EFFECT OF BUDGETING, EXPENDITURE BUDGET, BUDGET USAGE, AND BUDGETARY SUPERVISION TO THE SUCCESS OF DEVELOPMENT IN PAPUA PROVINCE. <i>Gratiana Deodata Mugiati Apner Siang</i>	✓
1430-1445	EFFECT OF ANNOUNCEMENT BUDGETARY NONBINDING, REPUTATION , ETHICS AND SELF - ESTEEM IN BUDGETARY SLACK <i>Anna Sutrisna S & Dedy Abidin</i>	
1445-1500	BUILDING CONCEPT OF OPERATIONS MAQASHID SHARIA IN FRAME CORPORATE SOCIAL RESPONSIBILITY" (EFFORTS BRINGING CONCEPT OF THOUGHT IMAM ASH SYATIBY) <i>Saiful Muchlis, Rahmawati Yadi Purwanto & Bandi</i>	
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1620-1635	EFFECT OF INDEPENDENCE ON JOB SATISFACTION GOVERNMENT AUDITORS AT BPK REPRESENTATIVE SULAWESI PROVINCE. <i>Sahida & Rahman Pura</i>	

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1650-1705	INFLUENCE OF BRAND IMAGE, VALUE OF SUBSCRIBER, SERVICE EXCELLENCE AND CUSTOMER EXPERIENCE TO CUSTOMER SATISFACTION. <i>Ansir Launtu</i>	
1705-1720	EFFECT OF TAXPAYERS COMPLIANCE AND TAX COLLECTION TOWARD REVENUE OF INCOME TAX (EMPIRICAL STUDY IN NORTH MAKASSAR TAX OFFICE). <i>Andi Sulfati</i>	
1720-1735	FACTORS AFFECTING THE PERFORMANCE OF EMPLOYEES IN PT. FAJAR MAKASSAR. <i>Nursyamsu</i>	
1735-1750	ACCESSIBILITY DETERMINANT AND THE PRESENTATION OF REGIONAL FINANCIAL STATEMENT TOWARDS THE ACCOUNTABILITY OF REGIONAL FINANCIAL MANAGEMENT. <i>Anim Wiyana & Sultan Syah</i>	
1750-1805	THE IMPACT OF INFORMATION ASYMMETRY TOWARDS THE QUALITY OF ACCRUAL EARNINGS WITH GOOD CORPORATE GOVERNANCE (GCG) AS MODERATING VARIABLE. <i>Linda Arisanty Razak</i>	
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1620-1635	ANALYSIS OF FACTORS DIMENSIONS OF QUALITY SERVICE AND CUSTOMER SATISFACTION EFFECT ON HOUSING IN MAKASSAR <i>Mukhlis Kanto</i>	

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

The Puskesmas is a technical implementing unit from the Health Office which is located in the sub-district area and carries out health operational functions. In 2013 Keerom District had 8 health centers and 41 auxiliary health centers (Pustu). In addition, to facilitate public access to

health services, Keerom Regency also has a Mobile Health Center facility in the form of 9 units of 4-wheeled vehicles.

Improvement of health status is also endeavored by increasing the number of health workers. The number of health workers in Keerom Regency in 2012 was 1,104 people. These include 33 doctors, 972 nurses, 69 midwives and 30 non-medical health workers.

The number of health workers in Keerom Regency has met the ideal ratio to population stated by the Ministry of Health. Ideally, in 100,000 population there are 30 doctors. In Keerom District, the ratio is 63 doctors to serve 100,000 residents. While the ideal ratio of nurses is 158 nurses to serve 100,000 residents. In Keerom Regency the ratio is 1,875 nurses to serve 100,000

Meanwhile, diarrhea and malaria sufferers are reported to have increased. Diarrhea increased by 9.2% compared to last year, from 3,790 in 2011 to 4,139. while malaria from 17,666 sufferers in 2011 increased to 29,816 sufferers in 2012.

Based on data from the Health Office, in 2012 there were new findings of 15 people with HIV/AIDS. This number decreased by 55.8 percent from 2011. In addition, a decrease in the number of sufferers was also found in pneumonia. It was recorded that in 2011 the number was 33 patients and in 2012 it decreased to 29 sufferers.

Meanwhile, in order to achieve the goal of health development to improve the health status of the community, various public health service efforts are continuously carried out. Basic service efforts are the first step in providing health services. One of the most important basic services is delivery assistance. Of the 934 births, as many as 76 (83.08%) delivery process was assisted by health workers. In almost all districts, most of the babies born are assisted by health workers. This is indicated by the percentage of babies born who are assisted by health workers on average above 60%. However, in Towe District only 2.17% of babies born were assisted by health workers.

Another aspect that needs to be observed in efforts to develop the health sector is the improvement of the nutritional status of the community, especially at the age of toddlers. The nutritional status of the community can be measured through several indicators, including infants with low body weight (LBW) and the nutritional status of children under five. Babies born weighing less than 2,500 grams are categorized as LBW. In 2012, the number of LBW cases in Keerom Regency decreased. Data recorded at the Health Office showed that there were 18 LBW cases, a decrease of 21.73 percent from 2011.

In contrast to LBW cases which did not increase in 2012, children under five with poor nutritional status also experienced an increase in Keerom Regency. Malnutrition cases in 2011 and 2012 were recorded as many as 13 cases of malnutrition.

In an effort to reduce the risk of infant mortality, one of the main efforts is immunization. Some of the immunizations that must be given to infants include BCG, polio, DPT, hepatitis, and measles. Giving the BCG vaccine is beneficial for the baby's immunity to tuberculosis. From the target set by the government of Keerom Regency, in 2012 the provision of BCG immunization was carried out as many as 1,096 children under five or the realization reached 106.8 percent.

Besides BCG, another vaccine that must be given to babies is polio. In Keerom District IV polio immunization. In 2012 the percentage exceeded the set target. The percentage of children under five who received complete polio immunization was 109.9 percent or 1,123 children under five. In the prevention of measles in Keerom Regency, in 2012 the realization reached 94.1 percent of the set target. Meanwhile, similar to polio, DPT immunity is said to be successful after being immunized three times.

In Keerom District, the number of children who had received DPT III in 2012 was 1,038 people or the realization reached 101.2 percent of the target set.

Based on the data above, the quality of services provided by PUSKESMAS in Keerom Regency needs to be evaluated periodically and continuously. The evaluation is intended so that PUSKESMAS services can carry out their duties and roles in improving the quality of public health. Evaluations are carried out not only by internal parties but also by other parties. The hope is to obtain the objectivity of the assessment. Keerom Regency is one of the new regencies that was formed through the division of Jayawijaya Regency. The need for good health services is very much needed to build a physically and mentally healthy community, as well as other needs in the district. In order to measure the satisfaction and expectations of PUSKESMAS services to the community in Keerom Regency, it is necessary to conduct a study.

2. THEORY BASIS

Engel, Roger & Miniard (1994) say that satisfaction is a post-consumption evaluation to choose several alternatives in order to meet expectations. Band (in Nasution, 2005) says that satisfaction is achieved when quality meets and exceeds consumer expectations, wants and needs. Conversely, if the quality does not meet and exceed the expectations, desires and needs of consumers, satisfaction is not achieved.

Sumarwan (2003) explains that the theory of consumer satisfaction and dissatisfaction is formed from the expectation disconfirmation model, which explains that consumer satisfaction or dissatisfaction is the impact of the comparison between customer expectations before purchase and what customers actually get from the product or service. Customer expectations when buying actually consider the function of the product (product performance).

Product functions include:

- a. The product can function better than expected, this is called positive disconfirmation (disconfirmation). When this happens, the customer will be satisfied.
- b. The product can function as expected, called simple confirmation (simple confirmation). The product does not give a sense of satisfaction and the product does not disappoint so that customers will have a neutral feeling.

The concept of service quality can also be understood through "consumer behavior" (consumer behavior), namely the behavior played by consumers in finding, buying, using and evaluate a service product that is expected to meet their needs. Consumer decisions to consume or not to consume an item/service are influenced by various factors, including their perception of service quality. This shows that there is a strong interaction between customer satisfaction and service quality. (Harbani Pasolong, 2007: 135).

In general, an index is a systematic guide to the units contained in, or concepts derived from, a collection of entities or databases. Besides that, in a practical sense the index can also be defined as an alphabetical list of references which is usually found at the end of a book. In library science, the index has a broad meaning, which in general can be interpreted as a record of the values of various attributes that are expected to be used as a basis for searching for information.

While the Community Satisfaction Index (IKM) is data and information about the level of community satisfaction obtained from the results of quantitative and qualitative measurements of public opinion in obtaining services from the apparatus of public service providers by comparing their expectations and needs. Based on the service principle, the minimum 14 (fourteen) elements that must exist for the basis for measuring IKM are as follows:

- Service Procedures, namely the ease of service stages provided to the community in terms of the simplicity of the service flow
- Service Requirements, namely technical and administrative requirements needed to obtain services according to the type of service
- Clarity of Service Officers, namely the existence and certainty of officers who provide services (name, position and authority and responsibility)
- Discipline of service officers, namely the seriousness of officers in providing services, especially on the consistency of working time in accordance with applicable regulations
- Responsibilities of Service Officers, namely clarity of authority and responsibility of officers in the implementation and completion of services
- Ability of Service Officers, namely the level of expertise and skills possessed by officers in providing / completing services to the community
- Speed of Service, which is the target time for the service to be completed within the time specified by the service provider unit
- Justice in getting services, namely the implementation of services without distinguishing the class/status of the community being served
- Courtesy and Friendliness of Officers, namely the attitude and behavior of officers in providing services to the community in a polite and friendly manner and mutual respect and respect
- Fairness of Service Fees, namely the affordability of the community to the amount of fees set by the service unit
- Certainty of Service Fees, namely the suitability between the fees paid and the fees that have been determined
- Certainty of Service Schedule, namely the implementation of service time, in accordance with predetermined provisions
- Environmental Comfort, namely the condition of service facilities and infrastructure that are clean, neat, and orderly so that they can provide a sense of comfort to service recipients

- Service Security, namely ensuring the level of environmental security of the service delivery unit or the facilities used, so that people feel about getting services against the risks that arise from the implementation of services.

3. ANALYSIS

1. Index

This research was conducted to obtain an anti-corruption index, and an index of service quality. The index number is needed in evaluating the implementation of bureaucratic reform, the image of public services, as well as reporting related to the performance of PUSKESMAS in Yahukimo Regency.

a. Service Quality Index

The service quality index is prepared by referring to the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform (PERMENPAN-RB) No. 16 of 2014 concerning Guidelines for the Survey of Public Satisfaction with Public Services. This data is then analyzed by segmentation based on user education.

b. Anti-Corruption Index

The anti-corruption index is needed to get an overview of the readiness of service units in the context of establishing Integrity Zones and Corruption Free Areas (WBK) and Clean Serving Bureaucratic Areas (WBBM). The Anti-Corruption Index needs to be analyzed by segmentation based on user education.

2. Importance Performance Analysis (IPA)

Importance Performance Analysis (IPA) is one of the tools in evaluating performance. The IPA method is also known as quadrant analysis. The IPA method has been generally accepted and used in various fields of study because of its ease of application and display of analysis results that facilitate proposed performance improvements. The IPA method has the main function of displaying information related to service factors which according to consumers/customers/users greatly affect their satisfaction or loyalty and service factors that according to consumers need to be improved because current conditions are not satisfactory. In this method, the average level of importance (importance) is denoted by Y and the average level of satisfaction (performance) which is denoted by X will be plotted into a Cartesian quadrant consisting of 4 quadrants.

a. First quadrant First quadrant First quadrant First quadrant, "Raise Performance" (high importance & low performance).

This quadrant is located on the top left, which means the top priority is performance improvement. This quadrant contains satisfaction indicators that are considered important by service users, but in reality the performance of these indicators has not been in accordance with the expectations of service users. The performance of these indicators is lower than the expectations of service users on these indicators. The performance indicators contained in this quadrant must be further improved

in order to meet the expectations of stakeholders/service users. The trick is to make continuous improvements to indicators that are still low in performance, so that the performance in this quadrant will increase.

b. Second quadrant, second quadrant, second quadrant, second quadrant, “Maintain Performance” (high importance & high performance).

This quadrant is located on the top right, which means that performance can meet the expectations of service users and strive to maintain that performance. This quadrant contains satisfaction indicators that are considered important by service users and their performance is considered to be in accordance with what is felt by service users, so that the level of satisfaction is relatively high. Stakeholder satisfaction indicators/service users included in this quadrant must be maintained because all these satisfaction indicators make the product/service superior in the eyes of stakeholders/users.

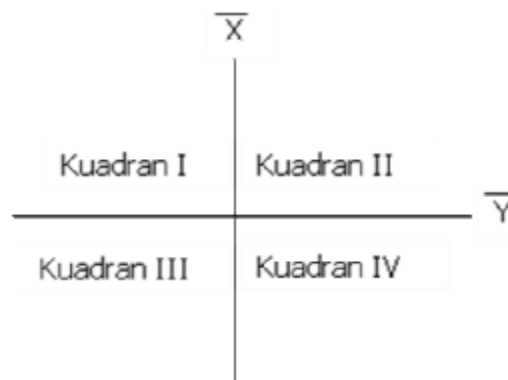
c. Third quadrant, third quadrant, third quadrant, third quadrant, “Low Priority” (low importance & low performance).

This quadrant is located on the lower left, which means low priority. This quadrant contains satisfaction indicators that are considered less important by service users and in fact the performance of these indicators is not too special. Improving the performance of the satisfaction indicators of stakeholders/service users included in this quadrant can be reconsidered because their effect on the benefits perceived by stakeholders/service users is very small.

d. Fourth quadrant, fourth quadrant, fourth quadrant, fourth quadrant, “Tendable Excessive” (low importance & high performance)

This quadrant is located on the lower right, which means that performance is excessive while service users consider it less important. contains satisfaction indicators that are considered less important by stakeholders/service users. The indicators of satisfaction of stakeholders/service users included in this quadrant can be reduced so that the index owner's work unit can save resources.

Figure 3.1
Cartesian Importance Performance Analysis (IPA .) quadrant



2. description

a. Percentage

Descriptive analysis using measurements to meet the needs of key performance indicators (KPI) for service quality

b. Charts and Graphs

Diagrams and graphs can be One of the tools that can be used is the Radar Diagram which can be used to analyze inequality between service attributes. Therefore, this analysis is needed in understanding the service quality variable.

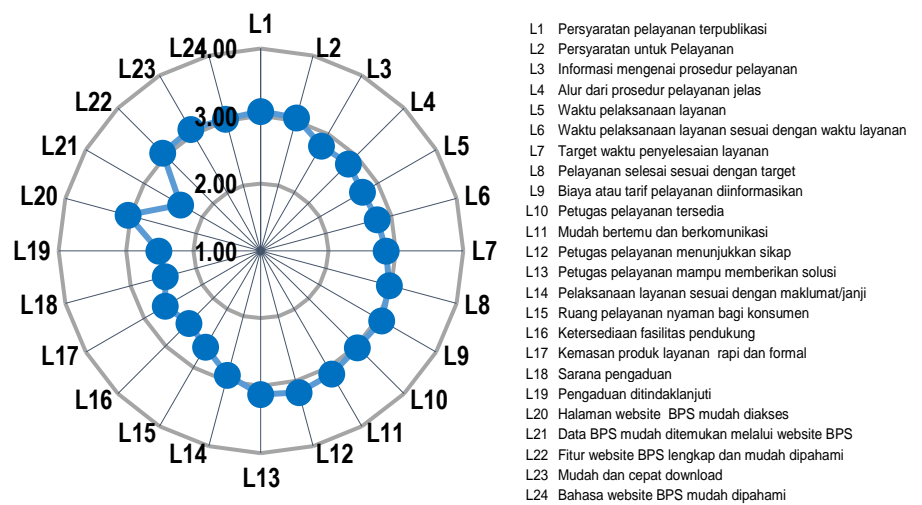
4. RESEARCH RESULTS

Table 4.1
Average Satisfaction and Expectation Scores and Consumer Satisfaction Index on the Quality of Health Center Services in Keerom Regency

What is rated	Average Service Quality	Average Repair Expectations	Satisfaction Index
Service requirements are published or displayed in an easily visible place both in the service room and on the website in easily understood language according to the type of service	3,0750	3,6750	3,0680
Requirements to get service are easy to fulfill	3,0500	3,6750	3,0408
Information regarding service procedures is published or displayed in a place that is easily visible both in the service room and on the website and can be known by all service users.	2,8250	3,7250	2,7987
The flow of the service procedure is clear	2,8500	3,7500	2,8267
The implementation time of the service is published or displayed in a place that is easily visible both in the service room and on the website	2,7500	3,7500	2,7400
Service execution time according to service time	2,8000	3,7500	2,7867
The target time for completion of services is published or posted in a place that is easily visible both in the service room and on the website	2,8750	3,7750	2,8609
The service is completed according to the target service completion time	2,9750	3,8250	2,9673
Service fees or rates are clearly informed and can be accessed easily by service users, either through display in the service room or on the website	3,0750	3,8500	3,0714
Service personnel are available in adequate/balanced numbers with the number of consumers	3,0250	3,8000	3,0263
Easy to meet and communicate with service personnel	3,1250	4,8750	3,1026
Service officers show a ready, fast, and agile attitude in serving	3,1750	3,8500	3,1753
Service officers are able to provide solutions to every problem, both administrative and technical, for the services provided	3,1250	3,8500	3,1299
Implementation of services in accordance with the information / service promises set	2,9000	3,8250	2,9085
Comfortable service room for consumers	2,6500	3,8000	2,6447
Availability of supporting facilities in the PUSKESMAS service room such as internet (wifi) facilities	2,5250	3,8250	2,5163
Neat and formal service product packaging	2,6500	3,7750	2,6424
Complaint facilities are provided for consumers to provide complaints/complaints about the perceived service	2,5000	3,7250	2,4698

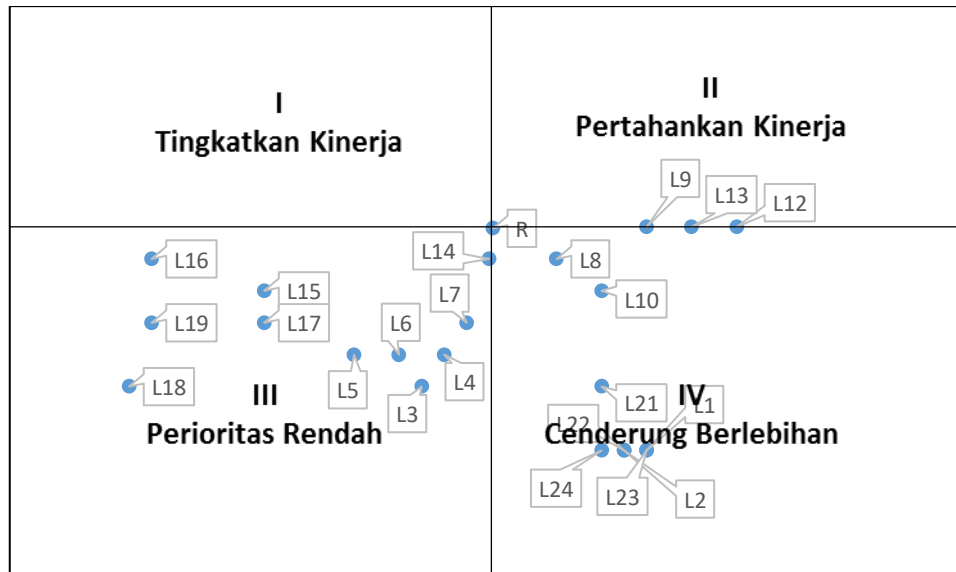
Complaints/suggestions/consumer inputs are followed up properly	2,5250	3,7750	2,5099
The PUSKESMAS website page is easy to access	3,0500	4,7500	3,0421
PUSKESMAS data is easy to find through the PUSKESMAS website	3,0250	3,7250	2,3737
PUSKESMAS website features are complete and easy to understand (tables, graphs, maps)	3,0500	3,6750	3,0544
Easy and fast to get (download) PUSKESMAS data	3,0750	3,6750	3,0816
The language of the PUSKESMAS website is easy to understand	3,0250	3,6750	3,0204
average	2,9042	3,8490	2,8691

Figure 4.1
Radar Graph of the Consumer Satisfaction Index on the Quality of Health Center Services in Keerom County



In the radar chart above, a total of 24 indicators of customer satisfaction with the quality of PUSKESMAS services show the satisfaction of PUSKESMAS customers in Keerom Regency. It can be seen that the indexes L1, L6, L7, L8, L9, L12, L14, L15, L16, L17, L19, L20, L21, L22, L23 and L24 indicate satisfaction by consumers, this indicates that PUSKESMAS services in Keerom Regency are running Well

Figure 4.2
Cartesian Quadrant Customer Satisfaction & Expectation Score
On the Quality of PUSKESMAS Service



Based on the Cartesian quadrant, it shows that there are 0 indicators contained in quadrant I, this indicates that service satisfaction is above the expectations of PUSKESMAS consumers, so there is no need for an increase in performance so that it can answer the expectations of PUSKESMAS consumers. While in quadrant II there are 4 indicators that need to be maintained for their performance, this indicates that this indicator is a superior PUSKESMAS product to be maintained in the future, for quadrant III there are 10 indicators which need to be considered to be the focus of improving PUSKESMAS services. the benefits for consumers/stakeholders have a relatively small effect, and for quadrant IV there are 10 indicators that tend to be excessive which indicates that PUSKESMAS consumers are less important even though customer satisfaction is very good, so it is necessary to reduce resources by PUSKESMAS not to tend to focus on indicators this. Public perception of anti-corruption behavior related to health care in Yahukimo District.

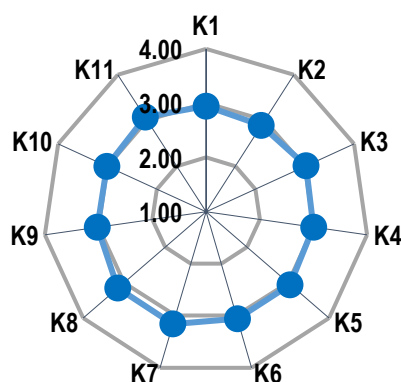
There are at least 11 indicators used to measure anti-corruption behavior in the PUSKESMAS unit/office in Keerom District.

Tabel 4.2
Rata-rata Skor Kepuasan Dan Harapan Serta Indeks Perilaku Anti Korupsi di Lingkungan PUSKESMAS di Kabupaten Keerom

What is rated	Average Service Quality	Average Expectation of Improvement	Anti-Corruption Index
Service systems and procedures have the potential to cause KKN,	2,8750	2,3500	2,9468
Service officers offer services to speed up the process outside of procedures and time	2,8750	2,3250	2,8925
The service officer accepts the offer to perform the service outside the procedure and time	3,0000	2,3000	3,0326
Service officers provide services outside of procedures and time	2,9250	2,3500	3,0000
There are brokering practices	3,0000	2,3500	3,0532
The fee paid is not in accordance with the set service rate	3,1000	2,4250	3,0515
The service officer asks for a reward in the form of money/goods outside the official rate	3,1750	2,5000	3,1600
Service officers accept offers to perform services outside the official rate	3,1750	2,4500	3,1531
Service officers differentiate the treatment of data users in providing services	3,0000	2,3500	3,0213
There are types of services other than those specified that indicate fraud	2,9500	2,4000	3,0104
Service officers receive gifts/goods from gratuities users)	3,0500	2,2750	3,0769
Total	3,0114	2,3705	3,0362

Overall the anti-corruption index of PUSKESMAS Kabupaten Keerom is 3.0362 (Good) which indicates that based on 11 indicators as a measure, there is anti-corruption behavior in the PUSKESMAS office/unit environment.

Figure 4.3
Radar Graph of Anti-Corruption Behavior Index in the PUSKESMAS Unit



Meanwhile, if traced to each indicator through a radar chart, it shows that there is no chance of corruption in all indicators: there are 11 indicators.

5. CONCLUSIONS AND SUGGESTIONS

Based on the results of the analysis that has been carried out above and observations made in the field, it can formulate several conclusions and suggestions, namely:

1. In connection with the results of this study, it can be concluded that the PUSKESMAS services in Keerom Regency are good in terms of 2 (two) categories, namely service quality, and anti-corruption, the average results obtained are good, but even so, improvements must be made, including being able to build facilities adequate health care and provision of better and more technologically advanced medical equipment according to the needs of the community in order to serve public health quickly and accurately.

2. Providing medicines needed by the community, especially medicines for diseases that are already common and dangerous diseases such as malaria and others that often suffer from local communities so that they are easy to obtain and easy to provide assistance to the community.

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LEMBAR
HASIL PENILAIAN SEJAWAT SEBIDANG ATAU PEER REVIEW
KARYA ILMIAH : PROSIDING*

Judul karya ilmiah(paper) : **Analysis of Public Satisfaction Against Health Care In PUSKESMAS Keerom Regency.**

Jumlah Penulis : 2 (Dua) orang (Mugiati, Taufik Rachman)

Status Pengusul : Penulis Pertama (ke-1)

Identitas prosiding : a. Judul Prosiding : 1 st International Conference on Technology, Management and Social Sciences (ICTMSS, 2016)
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• Kelengkapan Unsur dan Kualitas Penerbit	Kelengkapan unsur terpeuhi dan penerbit Prosiding memiliki ISBN 978-967-14082-1-6		

Makassar, 12 Februari 2021

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Nilai Pengusul =			
KOMENTAR/ULASAN PEER REVIEW			
• Kelengkapan dan Kesesuaian Unsur	Makalah telah ditulis Sesuai dengan standar penulisan Seminar Internasional		
• Ruang Lingkup dan Kedalaman Pembahasan	Pembahasan Makalah mencakup ruang lingkup Manajemen , dan kedalaman pembahasannya sangat baik		
• Kecukupan dan Kemutakhiran Data/Informasi dan Metodologi	Kecukupan dan kemutakhiran data terpenuhi dan penerapan metodologi sangat baik.		
• Kelengkapan Unsur dan Kualitas Penerbit	Penerbit Prosiding memiliki nomor ISBN hal ini menunjukkan kualitasnya sangat baik dan kelengkapan unsur terpenuhi.		

Makassar, 05 Februari 2021

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