

# The Perception Customers About The Means Quality Infrastructure Of Ngantang Public Health Center

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## ABSTRACT

**Background:** Ngantang Public Health Center, always tries to apply minimum service standards. Services provided are a form of effort organized to meet community needs.

**Purpose:** The research objective was to explore customer perceptions about the quality of buildings, equipment, human resources at Public Health Center Ngantang.

**Methodhs:** The design used in this research is a qualitative descriptive study with a case study design, which describes customer perceptions about infrastructure; quality of buildings, equipment, human resources at the Public Health Center Ngantang. The sampling technique of this research is purposive sampling technique. The informants in this study consisted of 21 people, namely 5 BPJS PBI, 5 General, 5 Independent BPJS and 6 patient companions as triangulation informants. Data collection techniques using observation, interviews and documentation.

**Results:** The results of the research on customer perceptions about the Public Health Center Ngantang building are the contours of lands prone to landslides, adequate parking facilities, unsafe security facilities, building components and materials are good enough, facilities for persons with disabilities and the elderly are incomplete, consumables are not yet available, furniture is less structured, human resources or labor lack of sympathy and empathy.

**Conclusion:** By conducting this research, it can be used as a reference for Public Health Center Ngantang in improving the quality of infrastructure. consumables are not yet available, water furniture is less structured, human resources or labor lack sympathy and empathy and it can be used as a reference for Public Health Center Ngantang in improving the quality of infrastructure.

**Keywords:** Customers, Infrastructure facilities, Perception

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## INTRODUCTION

In the National Health System, stated that "Health Development is essentially the implementation of health efforts by the Indonesian people to achieve progress in a healthy life for every population in order to realize an optimal degree of public health". One of them is considered to have an important role in organizing health services to improve the public health status. Public Health Center is a form of health services and facilities that are important and affordable for all levels of society, especially for middle to lower economic communities. The cheaper cost of checkups and medicines, as well as its easy-to-reach location (located in each village or sub-district) are the main

reasons of people choose Public Health Center as a place for treatment. Due to the importance of Public Health Center around the community, the Public Health Center must try to serve the community according to the service standards at the Public Health Center level as best as possible.

The quality of infrastructure is one of the supporting factors for the achievement of company goals as a service company for service users. The terms facilities and infrastructure are actually the same as facilities, which can be interpreted as anything (both physical and non-physical) that can facilitate the implementation of a business. Ngantang Public Health Center being a community health center always strives to implement a minimum service standard. The services provided are a form of effort organized to meet the needs of the community, but in reality the availability of infrastructure is still lacking, not in accordance with Permenkes 75/2014. Based on the background, the researcher is interested in conducting a study entitled "Customer Perceptions of the Quality of Infrastructure at Ngantang Public Health Center.

Based on the background of the problems above, the focus of this research is "What is the customer's perception of the quality of Ngantang Public Health Center infrastructure?". The research focus is then translated into fourteen (14) sub-themes as follows: location, transportation, ground contours, parking facilities, security facilities, availability of public utilities, environmental health management, building components and materials (roofs, ceilings, walls, floors, doors and windows, bathrooms), facilities for persons with disabilities and the elderly, examination sets in the general examination room, consumables in the general examination room, equipment in the general examination room, furniture in the general examination room, human resources.

## MATERIALS AND METHODS

The design used in this research is a qualitative descriptive study with a case study design, which describes customer perceptions about infrastructure; quality of buildings, equipment, human resources at Ngantang Public Health Center. The sampling technique of this research is purposive sampling technique. Respondents in this study consisted of 21 people, namely 5 BPJS PBI, 5 General, 5 Independent BPJS and 6 patient companions as triangulation informants. Data collection techniques using observation, interviews and documentation. This research has also been done through the IIK STRADA INDONESIA No 1641/KEPK/XI/2019 commission.

## RESULTS

The results of interviews with 5 BPJS PBI participant patients, 5 general participant patients, 5 BPJS Mandiri participant patients and 6 patient companions identified into 3 themes, namely 1) Buildings, 2) Equipment, 3) Human Resources. Of the 3 themes, they are described into 14 sub-themes, namely: : 1) Location, 2) Transportation Routes, 3) Ground contour, 4) Parking Facilities, 5) Security Facilities, 6) Availability of public utilities, 7) Environmental Health Management, 8) Components buildings and materials, 9) Facilities for persons with disabilities and the elderly, 10) Inspection sets in the general examination room, 11) Consumables in the general examination room, 12) Equipment in the general examination room, 13) Furniture in the general examination room, 14) Human resources.

**Theme 1 is Building** consisting of sub-themes: location, transportation routes, ground contours, parking facilities, security facilities, availability of public utilities, environmental health management, building components and materials, facilities for persons with disabilities and the elderly are described below, as stated by the following informants:

*"For the location of the Ngantang Puskesmas, for those who reach the Kaumrejo from here it is not bad ... affordable ... those who use a bicycle ..."* (I2T)

*"As for the route, because it is on the main road, on the main road in the Ngantang area, there is no difficulty getting to ... access to the road to the puskesmas."* (I1)

*"In my opinion, it is great because it is already a route to Kediri and there is a public transportation. So if we want to go there, it's up to the patient, ma'am."* (I2)

*"In my opinion, the location is indeed good, ma'am, in the hills, but if you look at the back side of the Public Health Center there is a very high cliff, so there is a high probability that if it rains there will be landslides"* (I2)

*"For parking facilities, it is safe and good" (I2) but if it possible, it can be placed aside so it's better for the patient, ma'am (I2)*

*"For motorbike or car parking facilities, it is very well supported by both the location and the guard ... someone has directed it and I see that the parking attendants are also friendly. That's all... so it's all good for parking..." (IIT)*

*"For the time being, because there are parking attendants, I feel safe and I have never experienced or encountered any incidents related to being unsafe here." (I3)*

*"It seems like there is already ... some of it ... But I think everything has supported ..." (IIT)*

*"For clean water, I think it's pretty good because earlier I went to the bathroom to the sink, the water was clean enough and the flow was pretty good. For the others it might be good for now." (II)*

*"For the waste, it may have been separated, okay? For non-medical waste, the same as the medical one in the trash can, there is one for the medical one, even if the writing is clear enough. Maybe ordinary people can already tell the difference." (II)*

*"For such as doors, roofs, etc. it is good enough" (II)*

*"It's very good ma'am ... it's very good and like the doors ... all good ... and what is that for ... going to the bathroom so there's no hassle ..." (I2)*

*"As for the elderly, it's already anu ... I think the ones listed earlier have been done separately ... so those for disabilities have been left alone together with the elderly ... so they don't become one." (I2)*

*"As far as I know there seems to be a special place for the elderly and people with disabilities ..." (I3)*

## **Theme 2: Equipment consisting of sub themes: inspection sets, consumables, equipment, furniture described below, as stated by the following informant:**

It was identified that the examination set in the public examination room at Ngantang Public Health Center was good and used sophisticated tools for service, it was illustrated in the informant's statement as seen in the following informant's statement:

*"Already good. I checked... the digital tension use which in my opinion is very sophisticated for now so it is good enough for service in the general policy." (II)*

*"For cotton and others it is enough not to come out to look for it because it is already available in the room" (II)*

*"O ... already ... already ... that's what is on the bed underneath what is it too ... like that little chair for fishing, you know ..." (I2)*

*"I think it's complete, there are pillows, sheets, cupboards, tables, I think it's ... it's complete." (I3)*

*"For the waiting chair it is already good, even the quality is very good, but because for me water furniture is not something that is primary ... so what is important is not ... it's not that the term is thankful there is ... but still there by paying attention to the standard it is definitely better. Because it is not a primary need either, if in a kind of Public Health Center it is equipped, standard ..." (IIT)*

*"It's enough ... yesterday when a lot of people were summoned but the inside wasn't finished, this one was already in ... so that person seemed to be queuing inside ..." (I4)*

## **Theme 3 is Human Resources or Ngantang Health Center personnel**

The categories are sufficiently reflected in the informant's statement as seen in the following informant's statement:

*"It's quite a lot too, for employees at this puskesmas, because earlier I came, the receptionist was very friendly and directed to the general polyclinic room which was also very easy ... in general polyclinic that checking was also very good, friendly too so very relieved I checked at this puskesmas." (II)*

*"Like the nurse, and the doctor, they were friendly, especially when the queue was also friendly, the staff were also friendly ... so no one was like that, ma'am ..." (I2)*

## **DISCUSSION**

**The buildings (ground contours, parking facilities, security facilities, building components and materials, facilities for persons with disabilities and the elderly) at Ngantang Public Health Center still unstandardized.**

Interview results relating to buildings and materials, 5 informant of BPJS PBI argued that the building was uncomfortable because it was close to a cliff so that he was worried about landslides when it rained. 5 informants of general patient thought that the location was very comfortable but needed to be repaired on the cliffs and suggested that the Public Health Center be safe to be given terraces or made telengsengan. 5 informants of BPJS Mandiri patient argued that the soil contour was not good enough so that it needed a solid foundation. From 15 informant stated that the ground contours of the Ngantang Public Health Center are not good, prone to landslides, there is a hill next to the Ngantang Public Health Center that needs fixing. The ground contour is like moving ground. If the foundation doesn't have a solid foundation, it may also be dangerous. If there is rain there is a possibility of landslides. Suggestions from informants were to build a rather high terraces, if at any time there was a landslide it would not reach the Public Health Center building by make a terraces, so the foundation will be stronger.

Interview results related to parking facilities, 7 informants of 3 BPJS PBI informants stated that parking was no difficulty, very adequate. 2 general patient informants stated that the parking facilities were sufficient, and 2 BPJS Mandiri argued that the Public Health Center parking facilities were adequate, spacious, comfortable and good. Parking access is very easy at Ngantang Public Health Center. However, from 8 informants namely 2 informants of BPJS PBI patient argued that parking area already exists, but it needs expansion and improvement of facilities. From 3 informants from general patients thought that the parking lot was large but there was still no protective roof. 3 informants of BPJS Mandiri patient argued that parking was not wide enough, the facilities were lacking and access to parking roads interfered with people's access in and out. Of the 8 informants, the parking facilities at the Ngantang Public Health Center inadequate. The Public Health Center is still new, so the parking area is not large enough, the parking lot on the road to Sumbergondo affects the access of people come and go. The parking lot is not protected by a wall, there is no protection. Canopy is the best idea to protect the vehicle there.

Interview results relating to security facilities, 7 informants of 2 BPJS PBI stated that the security facilities were decent, the fence was good. 2 informants of general patient stated that security facilities were still guaranteed, the fence was in place, and 3 informant of BPJS Mandiri stated that they were safe, had never encountered an unsafe incident. From 8 informants, 3 informants of BPJS PBI patient argued that security facilities are good but the fence does not meet the requirements. 3 informants of general patient, thought that the security facilities are not good because there is no fence. And 2 informants of BPJS Mandiri argued that the facilities were lacking because at night there was less lighting and the fence did not meet the requirements so that security was lacking. From 8 informant argued that the security facility at the Ngantang Public Health Center said it was unsafe because there was a bridge with a low fence that could endanger small children. Lacking a fence around, still in front, the fence is not high yet. And some informants stated that they felt safe because they had never experienced or encountered any incidents related to being unsafe at the Ngantang Puskesmas.

The results of interviews about building components and Ngantang Public Health Center materials, 12 informants from 4 informants of BPJS PBI stated that the doors, roofs, ceilings, windows, bathrooms are good and in good condition. 4 informants of general patient stated that it was very good, the doors were all good, the bathroom had a handle, and 4 BPJS Mandiri stated that the building material component of the Public Health Center was quite good. But there are 3 informants namely 1 informant The BPJS PBI patient stated that windows, doors and roofs were still good, but the walls were not strong enough (cracks) maybe because the ground contours were not good for buildings. 1 informant General patients state that for the materials used are good it's just that the contours of the land that can not be said to be good for building an official building. And from 1 informant an BPJS Mandiri patient states that the building looks new but the arrangement is not good. From the results of interviews with 3 informants, the building components and materials of the Ngantang Community Health Center were good, but there was still a single door in the front which was a bit noisy and needed a little repair, the place was a bit damp. New building but there are cracks in the walls.

Results of interviews regarding facilities for persons with disabilities and the elderly at Ngantang Public Health Center, 12 informants from 4 BPJS PBI informants stated that there is already a waiting room written for people with disabilities and the elderly, comfortable for patients, and the queue numbers have been differentiated. 5 general patient informants stated that there were special places for people with disabilities and the elderly, and 3 BPJS mandiri argued that facilities for persons with disabilities and the elderly at the Ngantang Public Health Center there are waiting chairs, the queue for the elderly is good enough. While 3 informants, namely 1 BPJS PBI patient informant, argued that facilities for persons with disabilities and the elderly had been differentiated at the registration counter and there were waiting chairs that had been provided and there were no handrails or handles for the elderly. And 2 informants of BPJS Mandiri patients stated that the facilities for disabilities and the elderly were still lacking, including registration instructions between ordinary patients and the elderly, so that it was still confusing for patients who would register. From interviews with 3 informants about facilities for persons with disabilities and the elderly at the Ngantang Public Health Center, it was stated that there needed to be a special route and an evacuation route, there was distance, there were instructions for disabilities and the elderly. The waiting chair is lacking, the writing must be corrected, write it again. There is no handrail or handrail for the elderly.

### **The equipment (consumables, mebelair) in the general examination room at Public Health Center Ngantang is inadequate.**

The results of the interview about consumables in the general examination room of the Ngantang Puskesmas, 7 informants of 2 informants of BPJS PBI stated that cotton and others were sufficient, 2 general patient informants stated that there was gauze, the cotton was sufficiently complete, and 3 BPJS Mandiri stated that it was available and neatly arranged. While 8 informants, namely 3 informant of BPJS PBI patient argued that the informant did not understand the consumables available in general policymakers. 3 informant General patients think that consumables are only available in the medicine room supplies in the general clinic are not available even though they are really needed in the examination. 2 informant The BPJS Mandiri patient argued that the informant still did not understand the readiness of consumables. From the results of interviews with 8 informants regarding consumables in the general examination room of the Ngantang Public Health Center, it was stated that many informants did not see consumables in the general examination room. The results of interviews about Ngantang Public Health Center furniture, 11 informants from 4 BPJS PBI informants stated that the furniture was good, adequate, not excessive and well organized, 3 general patient informants stated that the furniture in the general examination room was sufficient, the arrangement was quite comfortable, and 4 BPJS were independent think that the conditions are good, the water furniture is quite complete. While 4 informants, namely 1 informant of BPJS PBI patients think that in the room there are still many tables so they look not good. 2 informant The general patient thought that the table was too big with the room conditions like that, the informant also thought that the room had no curtains. And from 1 informant The BPJS Mandiri patient believes that the condition of the furniture is still in good condition, it only needs improvement and arrangement according to its function. The results of interviews with 4 informants about the Nubang Public Health Center meubelair, stated that too many tables in the room could be reduced so that patients and examiners could be free. The table is too wide so the staff cannot be close to the patient. Chairs, tables are good, but need some organization. The arrangement is fixed according to its function. The furniture is lacking, a large table needs to be added.

### **Human resources or workforce at the Ngantang Public Health Center are still not in balance with the number of patients who come in the service process.**

Results of interviews regarding human resources or personnel at the Ngantang Puskesmas, 12 informants of 4 BPJS PBI informants stated that there were enough employees, friendly, quite good, satisfied with the service, 4 general patient informants stated that the nurses, doctors, queuing officers were friendly, the number of personnel was sufficient, the service was good, and 4 BPJS Mandiri stated that it had a lot of manpower, sufficient service. Whereas 3 informants namely 1 informant of BPJS PBI patients think that the officers are still lacking, this can be seen when there are many patients, but when there are few patients they can still serve well. From 1 informant general patients think that the energy is still lacking. And from 1 informant Patients from BPJS Mandiri think that

medical personnel are lacking, especially doctors, so that the time needed for the examination is too short so that there are still many complaints about the patient's illness that are not being consulted until they are fulfilled. From the results of interviews with 3 informants about human resources or the workforce of the Ngantang Puskesmas, it was stated that the employees at the Ngantang Public Health Center need to increase employee empathy and sympathy. And there was an informant who stated that he would check the lab but incidentally the officer was not there. The doctor must be added so that it doesn't take long to queue, it doesn't matter if you check it, it lacks details. The doctor lacked response, eventually many moved around the health facilities. What is lacking in the medicine room, long queues.

Researchers are of the opinion that the human resources or workforce of the Ngantang Public Health Center have met the standard. The availability of minimum personnel in Ngantang Health Center has been fulfilled. However, because the Public Health Efforts (UKM) activities also conflict with the Individual Health Efforts (UKP) activities, laboratory staff are often absent. Because the laboratory staff is only 1 person. To improve the quality of human resources or workforce, it is necessary to refresh competence. With competent staff who are also more empathetic and sympathetic to customers, the quality of service will be even better. In providing quality services, Public Health Center still have several obstacles that are often complained of by most patients, namely: standard service time, speed of service, availability of limited waiting room facilities, insufficient number of officers. These reasons certainly add to the public's bad perception about the services they get at the Puskesmas, because Public Health Center should be the closest public health service provider that is considered to be able to help in providing first aid in accordance with basic health service standards. That is why people often think that they are not satisfied with the delivery of health services at the Puskesmas. because the Public Health Center should be the closest health service provider to the community who is considered able to assist in providing first aid in accordance with basic health service standards. That is why people often feel less satisfied with the delivery of health services at the Puskesmas. because the Public Health Center should be the closest public health service provider who is considered to be able to provide first aid in accordance with basic health service standards. That is why people often feel less satisfied with the delivery of health services at the Puskesmas.

## CONCLUSION

The results of interviews with informants about the Ngantang Public Health Center building found that the ground contour was not good, it was prone to landslides, there was a hill next to the Ngantang Public Health Center that needed fixing. The ground contour is like moving ground. If the foundation doesn't have a solid foundation, it may also be dangerous. If there is rain there is a possibility of landslides. Inadequate parking facilities. The Public Health Center is still new, so the parking area is not large enough, the parking lot on the road to Sumbergondo affects the access of people in and out. The parking lot is not yet protected by a wall, there is no protector. Security facilities at the Ngantang Public Health Center stated that it was not safe because there was a bridge with a low fence, which endangered young children. Less fence around, still in front, not high fence. Building components and materials at the Ngantang Health Center, states there is one door on the front which is a bit loud and needs a little repair, the place is a bit damp. New building but there are cracks in the walls. Facilities for persons with disabilities and elderly Ngantang Public Health Center stated that there needs to be special routes and evacuation routes, there are distances, there are instructions for disabilities and the elderly. The waiting chair is lacking, the warning sign must be clear and easy to read. There is no handrail for the elderly.

Meanwhile, the Ngantang Public Health Center equipment about consumables in the public examination room of the Ngantang Public Health Center said that they did not see consumables in the public inspection room. Meubelair too many tables in the room, it can be reduced so that the patient and the examiner can freely. The table is too wide so that the officer cannot get close to the patient. Chairs, tables are good, but need some organization. Human resources or workforce at the Ngantang Public Health Center need to be increased empathy and sympathy from employees. And there was an informant who said he would check the lab but it happened that the officer was not there. The doctor must be added so that it doesn't take long to queue, it doesn't matter if you check it, it lacks details.

The doctor was not responsive, so many of them moved to the health facility. What is lacking in the medicine room, long queues. The service is not fast enough.

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### CONFLICTS OF INTEREST

The author declares that they have no conflict of interest

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