

Original Research Article

Performance assessment of public health center in pare-pare, South Sulawesi

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ABSTRACT

Background: Customer (patient) satisfaction in health services is very important to note because it can describe the quality of services in the health service. This study aims to determine the level of performance assesment of public health centers relating to the quality of public health centers service, management of public health centers and health services based on patient satisfaction in the public health center in Parepare, South Sulawesi.

Methods: The research method is quantitative with survey research to determine the level of reseach results on public health centers about patient satisfaction.

Results: The results of the study indicate that performance assessment is in the form of the quality of service possessed by the public health center obtained an average performance value of 8.8 with a good performance category. Management of the public health center obtained an average performance value of 8.9 with a good performance category. Health services obtained an average performance value of 90.7% with sufficient performance categories. Customer satisfaction obtained an average value of 71.1% in the good category.

Conclusions: Service quality of public health center has a good performance, health center management has good performance, health services have sufficient performance, customer satisfaction has a good category. So that the average performance of the public health center has results comparable to the results of customer satisfaction, which is a good category.

Keywords: Performance, Service, Satisfaction, Public health center

INTRODUCTION

Public health centers are health institutions that play an important role in the world of Indonesian health. In various policy documents that regulate the basic policies of public health centers, public health centers are required not only to provide health services, but also to drive development as well as a forum to empower communities.¹ Public health centers are basic health care facilities that carry out health care efforts, improve health (promotive), prevent disease (preventive), cure diseases (curative), and restore health (rehabilitative), which are carried out in a comprehensive, integrated and sustainable

manner.² In order for a public health center to manage health efforts well and sustainably in achieving its goals, the public health center must prepare an activity plan for a 5 years period which will then be further broken down into the annual plan of the public health center according to the local budget planning cycle.³

Public health centers are health service technical implementation unit of district/city that have each performance will develop the performance assesment of district/city health office. To evaluate the performance of a public health center, the district/city health office uses the public health center performance assesment

instrument. The purpose of a performance assessment system is to quantify and assess quantitatively the achievement of organizational goals and tasks. The results of the assessment of organizational performance in the public sector besides being able to demonstrate organizational performance can also indicate the suitability of the use of funds.⁴

Evaluating the performance of public health centers that are carried out regularly is crucial to guarantee the quality of services and support the implementation of basic health management functions which are the responsibility of the district/city government. Based on these, the central government develops guidelines for evaluating the performance of public health centers, which is an attempt to evaluate the assessment of work outcomes or achievements of public health centers. The scope of the performance assessment of public health centers includes evaluating the achievement of health services results, management of public health centers, and service quality.⁵

The number of outpatient and inpatient visits at the Madising Na Mario public health center was 38,365 people, while in the Lakessi public health center there were 31,362 outpatient and inpatient visits.^{6,7} From the data on number of patient visits by public health centers in the Parepare, South Sulawesi, the quality of service, quality and management of public health center will be known if it is not maximized by looking at the subject matter of human resources or other problems.

There are five factors that influence patient satisfaction, namely physical evidence, reliability, responsiveness, assurance, and empathy.⁸ Customer satisfaction (patient) in health services is very important to note because it can describe the quality of service at the health services facility. Knowing patient satisfaction is very useful for the relevant instance in order to evaluate the program being run and can find which parts need improvement.⁹ In order for the results of performance assessment public health centers that have been obtained to meet the maximum standards; it can be strengthened by measuring patient's satisfaction. The measurement method can be known to what extent the quality of service in the public health center are not only from the institution but also according to the community in this case visitors or patients from the health center.

METHODS

This research is quantitative with a survey approach. This research was conducted at Madising Na Mario public health center and Lakessi public health center, Parepare, South Sulawesi in the period January 23-February 24, 2019. The populations of this study were patients at the public health center in Parepare, South Sulawesi (Mario Na Madising public health center and Lakessi public health center) totaling 106 people. While the study sample was 51 patients in the public health center with a

simple random sampling technique. The analysis used was descriptive analysis which was then tabulated for quantitative data and developed a theoretical review analysis for qualitative data.

RESULTS

Based on the performance assessment of service quality of public health center in Parepare, it shows that the average value of the service performance of the public health center is 8.8 in the good category. The number of indicators that have performance assessments with a good category with a value of 10 are 4 indicators including the handling of high obstetric / risk complications, the error rate of examination of Acid Resistant Basil (BTA), adherence to ANC standards, and adherence to pulmonary TB testing standards. While the number of indicators that have performance assessments with less categories with a value of 5 is only 1 indicator, namely error rate malaria blood examination (Table 1).

Performance assessment of management from the public health center in Parepare, shows that the average value of management performance is 8.9 in the good category. The number of management has good performance in terms of 3, namely the operational management of public health centers with a value of 8.9, equipment and drug management at 9, and financial management by 10. Meanwhile the types of management that have performance assessments are enough for 7.8 workforce (Table 2).

Health service performance of public health centers in Parepare, shows that the average value of health service performance is 90.7% with sufficient categories. Efforts to achieve performance were three with good categories, namely environmental health efforts (94.0%), prevention and eradication of infectious diseases (96.4%), and treatment efforts (100.4%). Whereas efforts to achieve performance in sufficient categories were health promotion efforts (84.6%), maternal and child health efforts (88.0%), efforts to improve community nutrition (84.7%), and health development efforts (87.1%) (Table 3).

Based on the customer satisfaction distribution of the community health center in Parepare, it has an average value of 71.1% in the good category. The biggest customer satisfaction is assurance (78.2%) then the next good category is reliability (73.9%) and empathy (71.2%). Whereas customer satisfaction with sufficient categories is in responsiveness (66.5%) and tangibles (65.9%) (Table 4).

Achievement of performance from the public health center in the city of Parepare based on customer satisfaction, shows that the average performance has a good category that is comparable to the results of customer satisfaction (71.1%) obtained in good categories (Table 5).

Table 1: Results of performance assessment on quality service of public health center in Pare-Pare, South Sulawesi.

Type of variable/program	PHC M		PHC L		Pare-Pare	
	S	C	S	C	S	C
Drop out ANC services (K1-K4)	7	2	10	3	8.5	3
Childbirth by health workers	7	2	10	3	8.5	3
Handling high obstetric/risk complications	10	3	10	3	10	3
Error rate examination for acid resistant basil (ARB)	10	3	10	3	10	3
Error rate for malaria blood checks	0	1	10	3	5	1
Compliance with ANC standards	10	3	10	3	10	3
Compliance with pulmonary TB examination standards	10	3	10	3	10	3
The level of patient satisfaction with public health center services	7	2	10	3	8.5	3
Availability of SOP / public health center service protection	7	2	10	3	8.5	3
Public health center quality team	7	2	10	3	8.5	3
Average	8.3	2	10	3	8.8	3

*Exp: S=Scope; C=Category: 1=Less (< 5.5); 2=Enough (5.5 – 8.4); 3=Good (≥8.5); Source: Secondary Data.

Table 2: Results of performance assessment on public health center management in Pare-Pare, South Sulawesi.

Type of variable/program	PHC M		PHC L		Pare-Pare	
	S	C	S	C	S	C
Public health center operational management	8.2	2	9.6	3	8.9	3
Tools and medicine management	8	2	10	3	9	3
Financial management	10	3	10	3	10	3
Workforce management	5.5	2	10	3	7.8	2
Average	7.9	2	9.9	3	8.9	3

*Exp: S=Scope; C=Category : 1=Less (< 5.5); 2=Enough (5.5 – 8.4); 3=Good (≥ 8.5); Source : Secondary Data.

Table 3: Results of performance assessment on health service of public health center in Pare-Pare, South Sulawesi

Type of variable/program	PHC M		PHC L		Pare-Pare	
	S	C	S	C	S	C
Health promotion efforts	76.0	1	93.1	3	84.6	2
Environmental health efforts	88.0	2	100.0	3	94.0	3
Maternal and child health efforts including family planning	90.0	2	85.9	2	88.0	2
Efforts to improve community nutrition	87.0	2	82.3	2	84.7	2
Efforts to prevent and eradicate communicable diseases	97.0	3	95.8	3	96.4	3
Treatment efforts	94.0	3	106.7	3	100.4	3
Development health efforts	80.0	1	94.2	3	87.1	2
Average	87.4	2	94.0	3	90.7	2

*Exp: S=Scope (%); C=Category : 1=Less (≤ 80%); 2=Enough (81 – 90%); 3=Good (≥ 91%); Source : Secondary data.

Table 4: Customer satisfaction distribution of public health center in Pare-Pare, South Sulawesi.

Dimension of satisfaction	PKM M + L Kota Parepare	
	S	C
Tangibles	65.9	2
Reliability	73.9	3
Responsiveness	66.5	2
Assurance	78.2	3
Emphaty	71.2	3
Average	71.1	3

*Exp: S=Scope (%); C=Category : 1=Less (≤ 33%); 2=Enough (34 - 67%); 3=Good (≥ 68%); Source : Primary Data.

Table 5: Results of performance assessment on public health center based customer satisfaction in Pare-Pare, South Sulawesi.

Average results	Performance assessment						Customer satisfaction	
	Quality		Management		Effort		S	C
	S	C	S	C	S	C		
Public health center M + L Pare-Pare	8.8	3	8.9	3	90.7	2	71.1	3

*Exp: S=Scope; C=Category (1=Less, 2=Enough, 3=Good); Source : Primary data.

DISCUSSION

Achievement of performance in terms of the quality coverage of health services on average has a level of achievement with a good category, but from 10 there are 1 variable/indicator which is still in the less category with a value of 5, namely the malaria blood check error rate. Malaria blood examination is categorized as lacking because the achievement of performance targets is not yet achieved, the cause of which is a large enough area by public health centers and human resources in the public health centers so that the implementation of malaria blood tests is not optimal. Aida Andriani stated that a standard that must be achieved by health workers who provide services to patients as well as possible so that patients get satisfying services. Health workers have a very important role in service, therefore officers should not neglect the task of serving patients, this can reduce the level of patient satisfaction.¹⁰

The management of the public health centers is in a good category because management is carried out such as problem analysis, problem formulation, objectives of activities, objectives, implementation, supervision of both the recording as accountability in carrying out well-organized activities.¹¹ Shobirin said that if want to improve service quality, what needs to be improved is the implementation of health center management and staff work commitment so that with the implementation of health center management and good work commitment, the implementation of health center management will be good, and the quality of medical services will be good too.¹¹ Research conducted by Arifudin, Sudirman, and Mohamad Andri stated that the availability of human resources greatly influences the success of health development. The procurement of human resources aims to determine the number and type of vitality that is in accordance with needs. If human resource needs are not well planned, there will be a shortage of personnel that affects service and patient comfort and results in increased workload.¹²

The results of measuring the health service performance of the public health centers which have an average value of performance with sufficient categories. Research conducted by Soputan, Kolibu and Mandagi at Ratahan Public Health Center in Southeast Minahasa District showed that the implementation of health services was mandatory for poor health services because the implementation of health services for several

environmental health programs was only a formality in the form of reports. Health human resources who are the implementers of mandatory health care programs are still lacking, all health workers in each program have participated in training, supervision and monitoring from the health office has not been effectively carried out.¹³

Customer satisfaction at the public health centers in Parepare has an average value in the good category. Based on research conducted at the Paccerekang public health center by Mudjid, Arman, Gobel, and Burhanuddin said that, if the services received by patients were good, the patients would be satisfied and put their trust in the puskesmas facilities. However, there are patients who say they lack trust in the services provided by the Paccerekang public health center because patients feel that the services provided are not good or not in accordance with their wishes, so patients prefer other health centers.¹⁴

The results of performance achievements are based on customer satisfaction in Pare-pare Public Health Center which has an average achievement outcome with a good category. The results of performance achievements are comparable to the results of customer satisfaction at Parepare public health center. Etlidawati and Handayani said that the quality of health services greatly affects the level of patient satisfaction. The level of patient satisfaction can be seen from the quality of health services. Patients who express good satisfaction generally get good service too. The quality of good service has a positive impact on the recovery of patients in accordance with the nature of basic services of health services is to meet the needs and demands of the users of health services.¹⁵

CONCLUSION

Service quality of public health center has a good performance, health center management has good performance, health services have sufficient performance and customer satisfaction has a good category. So that the average performance of the public health center has results comparable to the results of customer satisfaction, which is a good category.

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