

# Analysis Of Quality Of Health Recommendation Services For Health Personnel At The Health Office Of Jayapura City

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**Abstract:** A health worker is any person who devotes himself to the health sector and has knowledge and/or skills through education in the health sector which in practice requires registration which is legalized by the health office with efforts to provide services to quality health workers so as to satisfy health workers in carrying out their duties. registration. The purpose of the study was to determine the analysis of the quality of health recommendations for health workers at the Jayapura City Health Office.

This type of research is descriptive analytic with a cross sectional study approach. The population is health workers who carry out the registration process for health workers with a total sample of 43 people. Data were obtained using a questionnaire and analyzed using chi square and prevalence ratio.

The results showed that the factors related to the satisfaction of health workers in providing health recommendations at the Jayapura City Health Office were assurance ( $p$ -value  $0.048 \leq 0.05$ ; RP: 2.753; 95% CI (1.112-6.814); attention ( $p$ -value  $\leq 0.05$ ; RP: 6.458 CI95% (2.5-16.682) and physical evidence ( $p$ -value  $0.046 \leq 0.05$ ; RP: 2.489; CI95% (1.061-5.839). related to the satisfaction of health workers in providing health recommendations at the Jayapura City Health Office are reliability ( $p$ -value  $0.191 > 0.05$ ; RP: 2.039; 95% CI (0.86-4.84) and power ( $p$ -value  $0.482 > 0.05$ ; RP: 1.435; 95% CI (0.603-3.41).

**Keyword:** Quality Service, Health Recommendation, Health Employee

## I. INTRODUCTION

Health workers are everyone who devotes themselves to the health sector and has knowledge and/or skills through education in the health sector which for certain types requires the authority to carry out health efforts (Kemenkes RI, 2019). Health workers according to the Minister of Health Regulation No. 36 of 2014 are grouped into medical personnel, clinical psychology staff, nursing staff, midwifery workers, pharmaceutical workers, public health workers, environmental health workers, nutrition workers, physical therapy personnel,

medical technicians, biomedical engineering personnel, traditional health workers; and other health workers. (Ministry of Health RI No. 36 of 2014).

Health workers in carrying out their duties in Indonesia require a registration certificate (STR) and a Practice License (SIP). The registration certificate (STR) is given a permit by the Indonesian Health Workers Council, while in the implementation of practice in an area a permit is given by the local Health Office (Kemenkes RI, 2019).

The issuance of practice permits is intended for health workers who practice in hospitals, health centers, clinics and

other private health services. To obtain a practice permit, it is necessary to complete the requirements that must be met, including a competency certificate marked with a registration certificate and several other documents which are processed by the local Health Office in obtaining a permit for the practice (Kemenkes RI, 2014).

Data from the Ministry of Health of the Republic of Indonesia (2020) in Indonesia recommends granting permits for health workers in the implementation of health practices in 2020 that provide medical and/or specialist services, there are 11,347 clinics in Indonesia, both owned by the government and the community, consisting of 10,238 pratama clinics and 1,109 clinics. main. The province with the most number of clinics is North Sumatra Province, which is 1,565 clinics. While in Papua the number of government and community clinics is 117 permits. Furthermore, the granting of practice permits for the service of general practitioners and dentists there are 4,704 independent general practitioners and 1,158 independent dentist practices in collaboration with BPJS (Social Security Administering Body) Health. The number of recommendations for granting practice permits in 2020 in Papua Province is 56 permits.

In this regard, from 2020 to 20222 the number of proposals for issuing practice permits proposed by the Jayapura Health Service to the Ministry of Health of the Republic of Indonesia based on data from the Jayapura City Health Office is 673, while only 478 have been issued. This means that there are around 195. proposals for practice permits for health workers that have not been issued.

This factor occurs because in the management of practice permits required STR issued by the Ministry of Health. In addition, the procedure that is too long is one of the factors that causes the delay in providing recommendations for health workers who carry out new practices and re-register every five years.

The quality of public services is an empirically derived method that can be used by organizations or service agencies to improve the service quality of their apparatus. This method includes developing and understanding the perceived service needs of the customer or society. This is measured from the perception of service quality for the organization or agency concerned, then compared to an organization including reliability, responsiveness, assurance, empathy and physical evidence (Kotler, 2016).

The results of Harianto's research (2019) on policy-making

Registration for health workers has been carried out in accordance with the mandate of the law and the Regulation of the Minister of Health, however, it has not been in accordance with what is expected by the public, because there are factors, namely resources, especially funding sources and facilities that are still limited, servers that are often disrupted. So even though the human resources are adequate, the communication factor is good, the disposition factor and the bureaucratic structure are also good, but if it is not supported by adequate resources and facilities, especially funding sources, the policy cannot be implemented properly. (Harianto, 2019) .

Pratiwi's research (2017) found that the satisfaction of health workers with the quality of services provided by the South Sulawesi Provincial Health Office based on

responsiveness had an effect on consumer satisfaction in accordance with pleasant service, skills in service, creating a positive response. The quality of service based on the guarantee has an effect on customer satisfaction in accordance with a friendly/polite attitude. Service quality based on physical evidence affects customer satisfaction in accordance with the availability of modern equipment, service quality based on empathy affects consumers according to the seriousness of attention and care for consumers who need STR services, and service quality based on reliability affects customer satisfaction in accordance with the process fast service, not favoritism and give trust to consumers. (Pratiwi, 2017).

Another interesting factor is the quality of services provided by the Health Office. From the results of an interview with one of the employees who are in charge of managing recommendations for granting permits, procedures are needed and what makes it long is the granting of registration certificates and then in the management of practice permits we need to control the venue including the facilities and infrastructure so that it takes time. enough.

The response to satisfaction with the services provided by the Jayapura City Health Office from 7 interviewees (June 2022) was a long response time in issuing recommendations for health workers, procedures that seemed convoluted because they waited for initials and approval of letters of recommendation from local officials. so that if the official is having activities, the letter of recommendation cannot be initialed or signed. There are also complaints from health workers who complain about the requirements for licensing services for health workers in practice permits, employee service capabilities, service timings, and standards. fees for the management of letters of recommendation free of charge and speed of service. The impact of delays, especially on health workers who re-register for health workers who practice in hospitals, health centers and health services, will be problematic if there is a delay, especially if they are involved in legal problems because they are considered illegal because they do not obtain permits to practice health services. or a room (Physical evidence) for small size recommendations so that if the applicant is still waiting for the document completion process, he must wait outside the room. (Jayapura City Health Office)

The purpose of the study was to analyze the quality of health recommendation services on the satisfaction of health workers at the Jayapura City Health Office.

## II. SUBJECT AND RESEARCH METHODS

This type of research is descriptive analytic with a cross sectional study approach. The population is health workers who carry out the registration process for health workers with a total sample of 43 people. Data were obtained using a questionnaire and analyzed using chi square and prevalence ratio.

### III. RESULTS AND DISCUSSION

#### THE RELATIONSHIP BETWEEN THE RELIABILITY OF THE QUALITY OF HEALTH RECOMMENDATION SERVICES AND THE SATISFACTION OF HEALTH WORKERS AT THE JAYAPURA CITY HEALTH OFFICE

The results showed that there was no relationship between the reliability of the quality of health services and the satisfaction of health workers at the Jayapura City Health Office. This study is in line with research conducted by Pratiwi (2017) that there is no relationship between reliability and satisfaction in health registration services.

Respondents with less reliability (47.1%) were not satisfied and as many as 52.9% were satisfied. On the other hand, respondents who stated that the registration service was based on good reliability were 76.9% satisfied. This shows that the reliability given by the Health Office employees in the registration service is sufficient to satisfy health workers, although reliability is not significant to the satisfaction of health workers.

Besides employees who have been trained and these employees are able to implement health personnel registration policies and understand well and these resources are also related to the authority given to carry out their duties. This authority is very important because if it is given then the apparatus can carry out their duties properly. And vice versa if the apparatus does not have the authority usually can not do anything. The health worker registration sub-section has been given the authority to implement the health worker registration policy, of course accompanied by provisions, for example, if it meets the requirements and otherwise does not meet the requirements, it will also return or reject incomplete files, and even have the authority to refuse to process the health worker registration certificate if the requirements are met. required is not in accordance with applicable regulations.

The Jayapura City Health Office is aware of the meaning of excellence in service competition. It is also realized that the current service paradigm has undergone a change from a service paradigm that leads to economic services. To provide satisfaction with this paradigm shift, the Jayapura City Health Office seeks to assess service quality, one of which is reliability which leads to independent, professional and superior services.

These forms of service are related to the quality of reliability in the form of a fast service process, the main attitude of service and instilling trust in every consumer. The reliability of the Jayapura City Health Office on consumer satisfaction is in the form of: the service process provided to consumers is fast, the attitude of the Jayapura City Health Office in providing services to every customer and the attitude of the Jayapura City Health Office in instilling trust in every consumer. The reliability shown to be appropriate in providing services to consumers is sufficient to provide satisfaction for health workers, although not yet significant.

The health worker registration policy is implemented by employees who already understand what must be done, namely that policy decisions and orders must be forwarded to the appropriate authorities before decisions and orders can be followed. Based on observations, it shows that the

implementation of the health worker registration certificate policy is appropriate, namely carried out by officers at the Health Service who in addition to having the authority in accordance with applicable regulations, have also been given socialization and even training so that the officers at the health office are very precise in implementing the policy.

#### THE RELATIONSHIP BETWEEN RESPONSIVENESS OF SERVICE QUALITY AND SATISFACTION OF HEALTH WORKERS AT THE JAYAPURA CITY HEALTH OFFICE

The results showed that there was no relationship between responsiveness and satisfaction of health workers in providing health recommendations at the Jayapura City Health Office. This study is in line with research conducted by Pratiwi (2017) that there is no relationship between power gaps and satisfaction in health registration services.

Responsiveness of respondents based on less responsiveness as much as 41.7% are not satisfied, more are satisfied as much as 58.3% are satisfied. While good responsiveness as much as 71% satisfied. The responsiveness shown by the Jayapura City Health Office officers is in accordance with its application in providing services to consumers and is related to the satisfaction of the health workers for the services received. Responsiveness in service quality needs to be improved again and is important in influencing the level of customer satisfaction.

Various forms of services provided by the Jayapura City Health Office certainly expect responsiveness to the quality of services provided according to the level of customer satisfaction. It is very natural that in providing pleasant service, skill in service, creates a positive response as a reciprocal response between

Jayapura City Health Office and consumers to give each other positive feedback for the process of providing the main quality of service. The forms of service that need to be provided are largely determined by the attitude, profession and response to consumer complaints by providing complete and clear information. The responsiveness shown to consumers is the appearance and facial expressions of employees in providing services to consumers, mastery of skills and skills of employees in providing services to consumers and responses from the Jayapura City Health Office for the services provided.

Supporting concepts and theories were put forward by Wijono (2018) that a service marketing involves a lot of responsiveness from a consumer to provide a service that can satisfy consumers. The concrete form of responsiveness that can be shown by service providers to consumers is the positive feedback between the Jayapura City Health Office for health workers in providing the main quality of service. (Wijoyo, 2018)

The implementation of the health worker registration certificate policy is appropriate, namely carried out by employees at the Health Service who in addition to having the authority in accordance with applicable regulations, have also been given socialization and even training so that the officers at the health office are very precise in implementing the policy. Besides this, of course, communication must be accurate and carefully understood by the executor, namely the

apparatus. From the observations, it shows that the officers at the Jayapura City Health Office understand and understand the importance of a health worker registration certificate, this can be seen when a health worker who will apply for a registration certificate will be given a form in which all the required requirements are listed.

The researcher argues that employees at the health office who implement the health worker registration certificate policy have understood it carefully, even when verifying the completeness of the file using a control card so that the results of their work are very accurate. When a policy is to be implemented properly, the implementation instructions must not only be understood, but also must be clear.

#### THE RELATIONSHIP OF QUALITY ASSURANCE OF HEALTH RECOMMENDATION SERVICES TO THE SATISFACTION OF HEALTH WORKERS AT THE JAYAPURA CITY HEALTH OFFICE

The results showed that there is a guarantee relationship of service quality to the satisfaction of health workers in providing health recommendations at the Jayapura City Health Office. The prevalence ratio test results obtained a value of more than 1 which is interpreted that lack of insurance will give health workers dissatisfaction in the recommendations for health workers by 2.753 times compared to the lack of insurance provided by the Jayapura City Health Office. Research is in line with Firmansyah (2015) that a good guarantee in providing health registration services will give satisfaction to health workers. Firmansyah (2015).

The responses of respondents from health workers in the city of Jayapura based on the lack of insurance were 52.9% who were dissatisfied, higher than those who were satisfied as much as 47.1%. While a good guarantee is 80.8% satisfied. This shows that the guarantee shown is appropriate in providing services to consumers and affects consumer satisfaction for the services received. This guarantee is a concern for the Jayapura City Health Office which must be improved in order to provide satisfaction to consumers for the services provided.

The response that has not been satisfactory to health workers is to provide comfort and safety to health workers by providing recommendations for health workers without any mistakes by paying attention to the condition of health workers in taking care of recommendations for health workers' permits. This is because sometimes there is an error in writing the name when giving recommendations for health workers

The characteristics of a good public service are having elements according to Kasmir (2017) the availability of good staff, the availability of facilities and services

good infrastructure, is responsible to every customer (customer) from the beginning to the end, is able to serve quickly and accurately, is able to communicate, guarantees the confidentiality of every transaction, has good knowledge and abilities, tries to understand the needs of the customer (customer), is able to provide trust in customers (customers). (Cashmir,2017)

Supporting concepts and theories put forward by Anshori (2018) state that the basics of a service in establishing a partnership are the beliefs that are grown in consumers, so that

the loyalty given greatly affects the level of consumer satisfaction. Consumers will believe in the services provided if the service quality aspect of the belief is fulfilled in the form of a convincing attitude, demonstrated motivation, conformity in the various services provided. (Anshori,2918)

The researcher believes that the Jayapura City Health Office has made improvements to various activities that are able to foster consumer confidence in providing quality service that can be demonstrated. Both in the form of confidence in the service operationally, technically and managerially in order to provide satisfaction to consumers. The form of guarantee is in the form of a convincing attitude, demonstrated motivation, conformity in the various services of the Jayapura City Health Office which of course provides a value of its own that can be believed by every consumer for the quality of service provided.

#### THE RELATIONSHIP OF ATTENTION FROM THE QUALITY OF HEALTH RECOMMENDATION SERVICES TO THE SATISFACTION OF HEALTH WORKERS AT THE JAYAPURA CITY HEALTH OFFICE

The results of the study showed that there was a relationship between the attention of the quality of health recommendation services and the satisfaction of health workers at the Jayapura City Health Office. The prevalence ratio test results obtained a value of more than 1 which is interpreted that the lack of attention from the Jayapura City Health Office will give health workers dissatisfaction in recommendations for health workers by 6.458 times compared to the better attention given by the Jayapura City Health Office in recommendation services for health workers. This study is in line with research conducted by Pratiwi (2017) that there is a relationship between reliability and satisfaction in health registration services. Pratiwi (2017)

Respondents' responses based on the lack of attention as much as 83.3% were dissatisfied. This shows that the lack of attention of the Jayapura City Health Office employees has an impact on the satisfaction of health workers. Responsiveness shown to dissatisfied consumers is the appearance and treatment of employees in providing services to health workers, mastery of skills and skills of employees in providing services to consumers and responses from the Jayapura City Health Office for the services provided.

If the implementers, in this case the apparatus, are kind to a certain policy, in this case it means that there is support. The implementers of the health worker registration certificate policy are very supportive of the policy. This can be proven by the availability of information for applicants for health worker registration certificates, both online and manually, which is attached to the information board at the Health Office or at the entrance to the room in the registration sub-section. and includes also preparing forms and other requirements related to the policy.

Policies are implemented effectively if they have the support of policy implementers, namely the apparatus. Besides the above, the policy is implemented effectively if the implementers have a tendency to have the character and characteristics possessed by the implementor such as the commitment of the apparatus to the health office, based on the

results of observations, it is shown that the commitment of the apparatus that implements The health worker registration certificate policy is very good because every registration certificate that has been issued will be directly copied and validated whether requested by the owner or not.

By copying every certificate that has been issued, it proves that the apparatus implementing the policy has a strong commitment to support the policy, even though it is understood that in the procedure there is no provision that requires the certificate to be copied and this is done. Then with regard to honesty, the apparatus in implementing the registration policy based on observations showed that on the information board it had been announced that it was not justified to charge fees that were not in accordance with applicable regulations and even then had to be paid to a bank that had been appointed by the Minister of Health of the Republic of Indonesia. when dealing only attach proof of payment from the bank. Thus, when applying for a certificate of registration of health workers, proof of deposit from the bank is attached along with other requirements and there is no payment in the form of money either at the time of submitting the application or at the time of receiving the requirements.

The response of health workers who were satisfied in giving attention was 87.1% satisfied because of the attitude of employees in implementing the registration policy, namely providing understanding/understanding of the importance of the certificate and if there is an incomplete file or requirement, they will be contacted immediately either through personal contact in the form of a cellphone or cellphone. contact the agency, so that it will quickly complete the files that are still considered lacking. The attitude of the employee shown by the apparatus is also seen when the certificate has been issued, namely sending it directly to the right address.

The services of the Jayapura City Health Office to date have provided a quality service that leads to an improvement in the value of empathy offered to consumers, so that consumers can judge that the satisfaction of the service received is truly satisfactory. Operationally, the management of the Jayapura City Health Office has so far developed an empathy aimed at consumers in the form of attitudes and characters shown in the form of a fast service process, not favoritism and giving trust to consumers.

Supporting concepts and theories, namely Muninjaya (2016) states that empathy comes from service quality is an aspect of seriousness, coaching, counseling and providing an image of the pattern of service marketing development that must be met in order to have an impact on consumer satisfaction. The empathy shown is quite appropriate in providing services to consumers and affects consumer satisfaction on services received or in other words, empathy in the quality dimension, needs to be further improved in increasing customer satisfaction with the services received.

#### THE RELATIONSHIP OF PHYSICAL EVIDENCE FROM THE QUALITY OF HEALTH RECOMMENDATION SERVICES TO THE SATISFACTION OF HEALTH WORKERS AT THE JAYAPURA CITY HEALTH OFFICE

The results of the study obtained that there was a relationship between physical evidence of the quality of health

recommendation services on the satisfaction of health workers at the Jayapura City Health Office. The prevalence ratio test results obtained a value of more than 1 which is interpreted that the lack of physical evidence in the recommendation service for health workers at the Jayapura City Health Office will give health workers dissatisfaction by 2,489 times compared to good physical evidence provided by the Jayapura City Health Office. Respondents' responses based on the lack of physical evidence were 53.3% dissatisfied, higher than those who were satisfied as much as 47.7% satisfied. While the response to good physical evidence is satisfied as much as 78.6%.

This shows that there is physical evidence that health workers have not fully satisfied the provision of health registration services. The buildings available at the Jayapura City Health Office are adequate, only the space available for officers who implement registration certificates for health workers based on observations is not sufficient. The room area is only 6 m x 4 m (according to data from the Jayapura City Health Office).

The room is able to accommodate all the officers in the sub-section registration of health workers but when seats will be added for employees who will apply for a registration certificate it is not possible. This is in line with the results of observations which show that if up to 2 or more people come to deal with registration letters, they must queue to enter the room or stand when dealing. activities that have not been budgeted for, such as funds for copying certificates, costs for sending certificates to those who apply for it are not budgeted, making it difficult for officials to send them directly to their owners. So far, we have waited a lot before it was sent or waiting for the owner to come and pick it up himself. (Jayapura City Health Office).

Supporting concepts and theories are put forward by Muninjaya (2016) which states that the quality of physical evidence of a service marketing is largely determined by physical evidence in the form of the use of tools, the availability of fulfilled equipment and the ability of individuals from the marketing aspect to provide a quality service that can satisfy consumers. . Muninjaya (2016)

Jayapura City Health Office in providing a form of service, the manager develops it using modern equipment, complete available equipment and staff who master their field of work. The forms of service quality provision as physical evidence provided by the Jayapura City Health Office are operationally reflected in the availability of tools, equipment used by health registration for consumer satisfaction. It can be seen that the physical hills are shown according to their application in providing services to consumers and related to customer satisfaction with the services received. This means that physical evidence in service quality is very important in increasing customer satisfaction with the services received.

#### IV. CONCLUSIONS

The results showed that the factors related to the satisfaction of health workers in providing health recommendations at the Jayapura City Health Office were assurance ( $p$ -value  $0.048 \leq 0.05$ ; RP: 2.753; 95% CI (1.112-

6.814); attention (p-value  $\leq 0.05$ ; RP: 6.458 CI95% (2.5-16.682) and physical evidence (p-value  $0.046 \leq 0.05$ ; RP: 2.489; CI95% (1.061-5.839). related to the satisfaction of health workers in providing health recommendations at the Jayapura City Health Office are reliability (p-value  $0.191 \geq 0.05$ ; RP: 2.039; 95% CI (0.86-4.84) and power (p-value  $0.482 \geq 0.05$ ; RP: 1.435; 95% CI (0.603-3.41).

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