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## DESCRIPTIVE OF QUANTITATIVE DATA | SUPPLEMENTARY

## Public Services: A Satisfaction Survey of Dumai City Hospital Services

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**Abstract:** Public service is a frequently discussed issue in Indonesia. However, when it comes to execution, local governments as service providers must consider a variety of factors. Regarding the government-owned regional hospital services that have been operating. One of them is monitoring the public satisfaction index for the services provided by Dumai city hospital. With the expectation that the findings may help policymakers at the regional hospital enhance future services. This article is intended to assess public satisfaction with the services offered by Dumai city hospital. The study used a quantitative technique measuring the Community Satisfaction Index established by the Regulation of the minister of state apparatus empowerment and bureaucratic reform of the republic of Indonesia number 14 of 2017 concerning guidelines for compiling public satisfaction surveys of public service provider units. There are nine items that are measured: requirement, systems mechanisms and procedures, time to completion, fees/rates, product specification type of service, officer behavior, competence of service officers, handling, complaints, suggestions and input, facilities and infrastructure. The study's population represents the entire community that has received services. The sample size was determined using the accidental sampling technique with 100 respondents. A questionnaire has been used for collecting the data required. The research study found that the community satisfaction index was 80.75, and the assessment category service satisfaction was good.

**Keywords:** Public Satisfaction Survey, Service, Hospital Services.

### 1. INTRODUCTION

In Indonesia, public organisations must provide excellent, effective public services while prioritizing transparency for the public. Optimal service quality is a key factor that determines public satisfaction. Every public organization tries to provide high-quality services to ensure public satisfaction (Hijeriah, Erlianti, Shaliza, & Afrizal, 2023). This surely encourages government service implementation units to continue to improve and innovate to provide great services to the community. The central and local governments have implemented quality services (Afrizal, Wallang, et al., 2023). Many local government agencies are currently actively developing service innovations that will maximize service delivery while also satisfying the community as service recipients (Hafrida et al., 2023; Afrizal, Saputra, et al., 2023). This also applies to local hospitals, which have to offer quality health services. A hospital is an organization that delivers and organizes health services for the community, backed up by medical personnel, supporting facilities, and medical equipment (Hijeriah, Erlianti, Shaliza, & Afrizal, 2023). Various service improvements are implemented to create superior health services. Various service improvements are implemented to offer high-quality healthcare services. Efforts to determine what must be mended, improved, or increased are critical. One of the efforts carried out in the process of providing quality services is to assess the public satisfaction index with the health services provided.



Community satisfaction is also known as patient satisfaction, which is the consequence of patient opinions and assessments of the quality of services offered by the hospital (Yuliana et al., 2024). Patient satisfaction shows the hospital's ability to provide excellent medical services (Susana et al., 2023). Patient satisfaction is a reaction that patients should experience when comparing the performance of healthcare services to their expectations (Hamida & Assiddiq, 2023). Measuring public satisfaction is intended to determine the level of public satisfaction with the services delivered and to allow the public to rate the services they have received (Hamida & Assiddiq, 2023; Efendi et al., 2024). This is an action to improve service quality and speed efforts to meet performance targets for the state apparatus in the framework of public service organizations (Erlianti et al., 2021). The measurement of public satisfaction with services has, of course, been controlled in regulation of the minister of state apparatus empowerment and bureaucratic reform of the Republic of Indonesia Number 14 of 2017 concerning guidelines for compiling public satisfaction surveys of public service provider units. It includes detailed instructions for measuring the Community Satisfaction Index. Dumai city hospital is one of the regional government institutions that has given high-quality services. Currently, this hospital is known as Dr. Suhatman, MARS. Dumai city hospital, being a hospital with comprehensive facilities, particularly in servicing the population who require health services in Dumai City, may also accommodate patients from other districts. Dumai City Hospital is a Type B government hospital that offers medical services (Rosanti et al., 2022).

The management of the Dumai City Hospital which can fulfill the wishes of the community as its patients is certainly an essential thing (Kurniawan et al., 2022). Especially while inspecting and assessing the services of a hospital owned by the Dumai City government. Dumai City Hospital's primary criteria for providing quality services is compliance with acknowledged health service standards. Dumai City Hospital is a category B hospital that currently serves as a referral center for various other hospitals. Aside from having excellent facilities and infrastructure, this hospital provides one of the most comprehensive medical services in Dumai City. Dumai City Hospital provides polyclinic services in obstetrics and gynecology, children, internal medicine, heart, general surgery, nerves, neurosurgery, eyes, skin and genitals, teeth, pediatric dental care, oral surgery, and various other services. According to data from the Ministry of Health's official website, Dumai Regional Hospital provides 61 services ([https://sirs.kemkes.go.id/fo/home/profile\\_rs/1473013](https://sirs.kemkes.go.id/fo/home/profile_rs/1473013)).

Several investigations on Dumai City Hospital indicated that the healthcare delivery mechanism was still not optimum (Hildawati et al., 2022). The necessity for innovation about patient waiting times, which affects public satisfaction with the services offered (Hijeriah, Erlianti, Shaliza, Sofyan, et al., 2023). The aspect of facilities and infrastructure is also a point that must be improved to support hospital operations (Odelia, 2018). The process of monitoring and reporting damage, as well as technical limits associated with facilities and infrastructure, must be enhanced to improve patient service quality (Fauzi et al., 2023). In addition, the most recent study from Dumai City Hospital included many BPJS Health patients (Mutu et al., 2022). Meanwhile, the quality of outpatient or polyclinic services for BPJS customers at the Public Hospital is rated as excellent but has not yet achieved a good level (Khaz et al., 2024). Obstacles to providing these services must also be considered, such as medical personnel training, finance, and facility and infrastructure improvements (Nisa & Tua, 2023). Meanwhile, for the most recent research, the measurement of the public satisfaction index specifically for BPJS Health card holders about the services of Dumai City Hospital received an IKM value of 74.73. Based on the public satisfaction index value, the Dumai City Hospital service performance is classified as Good, with a Service Quality of "B" (Hildawati et al., 2022). According to the conclusions of analysts, no one is now focusing on the total Public Satisfaction Index of Dumai City Hospital's services. What is commonly observed is for specific service categories and groups of patients. This study is intended to fill this gap. It is hoped that it will contribute to policymakers' efforts to improve services at Dumai City Hospital.

## 2. RESEARCH DESIGN AND METHOD

This study was conducted utilising a quantitative technique. The researcher will conduct study at Dumai City Hospital. A population is defined as a complete set of units of analysis that are being researched (Jonathan, 2006; Setiawan et al., 2024). The population for this study included those who had received health services at Dumai City Hospital or were referred to as patients who had received health service. Jonathan (2006) a sample is a subset of items chosen for investigation. The sample size was determined to be 100 people through accidental sampling. Accidental sampling is accidental sampling that considers the ease of access to the sample group. (Kumar, 2011). The data used is primary data collected through survey responses. Secondary data is collected from study sites and publications relevant to research issues. The theory used is the public satisfaction measurement indicator, which is governed by the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 concerning Guidelines for Compiling Public Satisfaction Surveys of Public Service Provider Units. There are nine items that are measured: requirement, systems mechanisms and procedures, time to completion, fees/rates, product specification type of service, officer behavior, competence of service officers, handling, complaints, suggestions and input, facilities and infrastructure. When presenting data analysis, standard formulas that have been defined are used and displayed in various tables.

## 3. RESULT AND DISCUSSION

**Table 1. Respondent Characteristics**

Measurement	Characteristics	%
<b>Gender of respondent</b>		
Male	62	62 %
Female	38	38 %
<b>Education Level</b>		
Master	1	1 %
Bachelor	12	12 %
Diploma	6	6 %
High school	62	62 %
Junior high school	7	7 %
Elementary school	8	8 %
No school	4	4 %
<b>Age Level (Years)</b>		
20 - 30	24	24 %
31 - 40	34	34 %
41 - 50	25	25 %
51 - 60	13	13 %
61 - above	4	4 %

**Table 2. Total Score of Respondents**

Item	Score Item	Total Score
<b>Requirement</b>		
The service registration requirements can be understood clearly and easily.	318	975
Service requirements can be met easily	331	
Administrative documents for service user requirements in accordance with the completeness of the specified documents	326	
<b>Systems, Mechanisms and Procedures</b>		
The service procedure is clear and easy	319	963
Service procedures are in accordance with the available service flow	325	
Implementation of service procedures is carried out quickly and easily	319	
<b>Time to Completion</b>		

Item	Score Item	Total Score
The service time provided is appropriate and proper in accordance with what has been determined.	317	961
Service times are executed accurately, according to the time informed by the application.	322	
Service time is relatively fast and precise according to the service flow	322	
<b>Fees/Rates</b>		
The fees charged are affordable for the community	314	961
Compliance between the costs informed and those implemented during the service	337	
Fees are set in accordance with applicable regulations	310	
<b>Product Specification Type of service</b>		
The service unit infrastructure has supported and supported the available service products.	330	980
The type of service provided is in accordance with the needs and expectations of service users	329	
Services provided and received are in accordance with the criteria for the type of service established	321	
<b>Competence of service officers</b>		
Officers' knowledge in providing services is appropriate in their field	321	952
The skills of the officers in providing services are appropriate in their fields	312	
The skills of officers in providing services according to their field	319	
<b>Officer Behavior</b>		
Service officers provide polite service	332	977
Service officers provide friendly service	330	
Service officers care about providing service	315	
<b>Handling, Complaints, Suggestions and Input</b>		
Procedures for implementing complaints made by service users are easy and clear	325	973
Availability of complaint facilities for service users	326	
Follow-up on handling complaints by officers is carried out quickly and accurately	322	
<b>Facilities and infrastructure</b>		
The available service facilities and infrastructure are relatively complete	330	979
SarThe available service facilities and infrastructure are in accordance with service needsana dan prasarana layanan yang tersedia sesuai dengan kebutuhan layanan	326	
The condition of the suitability of the prepared facilities and infrastructure	323	

**Table 3. Weighted Value Weighted Average**

	Item	Weighted Value Weighted Average
1	Requirement	325
2	Systems, Mechanisms and Procedures	321
3	Time to Completion	320
4	Fees/Rates	320
5	Product Specification Type of service	327
6	Officer Behavior	317
7	Competence of service officers	326
8	Handling, Complaints, Suggestions and Input	324
9	Facilities and infrastructure	326

**Table 4. Average Value (NRR) per Parameter**

	Item	Average Value (NRR) per Parameter
1	Requirement	3,250
2	Systems, Mechanisms and Procedures	3,210
3	Time to Completion	3,203
4	Fees/Rates	3,203



	Item	Average Value (NRR) per Parameter
5	Product Specification Type of service	3,267
6	Officer Behavior	3,173
7	Competence of service officers	3,257
8	Handling, Complaints, Suggestions and Input	3,243
9	Facilities and infrastructure	3,263

**Table 5. Index Value per Parameter**

	Item	Index Value per Parameter	Total
1	Requirement	0,361	3,230
2	Systems, Mechanisms and Procedures	0,357	
3	Time to Completion	0,356	
4	Fees/Rates	0,356	
5	Product Specification Type of service	0,363	
6	Officer Behavior	0,353	
7	Competence of service officers	0,362	
8	Handling, Complaints, Suggestions and Input	0,360	
9	Facilities and infrastructure	0,363	

**Table 6. Community Satisfaction Index**

	Item	Community Satisfaction Index	Quality Of Service	Assessment Category Service Satisfaction
1	Requirement	80,75	B	Good
2	Systems, Mechanisms and Procedures			
3	Time to Completion			
4	Fees/Rates			
5	Product Specification Type of service			
6	Officer Behavior			
7	Competence of service officers			
8	Handling, Complaints, Suggestions and Input			
9	Facilities and infrastructure			

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