

**SATISFACTION OF PATIENTS AND EMPLOYEES AT TILANGO  
PUSKESMAS, GORONTALO REGENCY**

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***Abstract***

Tilango Public Health Center is an inpatient health center that is located far from trans road access, so it can be a factor in the lack of patient visits. In addition, the number of employees in the inpatient unit of the Tilango Health Center is more midwives than nurses, and even doctors are only *on-call* (not permanent), so many people are still dissatisfied with the services of the Tilango Health Center. The purpose of the study was to determine the satisfaction of patients and employees at the Tilango Public Health Center, Gorontalo Regency. This research is included in descriptive observational research. The population is all patients and employees of the Tilango Public Health Center, totaling 43 people. The sampling technique uses total sampling so that the number of samples is the same as the total population. Data were collected using a questionnaire instrument. The data were analyzed descriptively and then narrated. The results showed that the performance of the inpatient unit at Tilango Health Center was viewed from the customer's perspective, with indicators of patient satisfaction categorized as satisfied (93.34%), while the performance of the inpatient unit at Tilango Health Center viewed from a learning perspective with employee satisfaction indicators categorized as less satisfied (26.0%). The novelty in this study is the measurement of the level of patient and employee satisfaction measured using qualitative research methods. It is recommended that the Tilango Health Center be able to improve performance and add a health service innovation process.

**Keywords:** *Satisfaction; Patients; Employees; Public Health Center*

## 1. INTRODUCTION

Puskesmas is a Regional Public Service Agency whose function is to provide health services to the community both in big cities and remote areas. In its operational activities, the puskesmas is an agency that does not prioritize profit, so it must prioritize the principles of budget efficiency and optimal productivity (1)(2).

Based on the ability to administer, puskesmas are categorized into non-inpatient puskesmas and inpatient puskesmas. Non-inpatient (outpatient) health centers are health centers that do not provide inpatient services except for normal delivery assistance. Meanwhile, inpatient puskesmas are puskesmas that are given additional resources to provide inpatient services according to the consideration of health service needs (3)(4).

The availability and empowerment of human resources are very much needed in achieving health development because the quality and affordable services for all levels of society will not be realized if it is not supported by the readiness of human resources. The readiness of human resources will be realized through good human resource planning to focus attention on the steps that must be taken by management to ensure that the

organization has the right workforce available to occupy various positions, positions, and the right jobs at the right time. In order to achieve the goals and various targets that have been set (5)(6).

In connection with the development and improvement of human resources, one of the factors that must be considered is the issue of performance. Performance is the quantity and quality of achievement of tasks, whether carried out by individuals, groups, or organizations (7)(8)(9). Efforts to improve the performance of health workers in health centers are very important because of various aspects related to efforts to improve health services. Puskesmas, in carrying out its functions, can realize four health development missions, namely mobilizing development-oriented sub-districts, encouraging community and family independence to live healthy lives, maintaining and improving quality, equitable and affordable health services as well as maintaining and improving the health of individuals, groups, and communities as well as the environment (10)(11).

According to the Ministry of Health, in 2006, the work assessment of the Puskesmas was carried out to assess the work/achievement of the Puskesmas. The implementation of the Puskesmas

performance assessment is carried out as an instrument of self-introspection because each Puskesmas conducts a performance assessment independently, then the District/City Health Office performs the verification.

Based on data from the Gorontalo Provincial Health Office in 2021, Gorontalo Province consists of 93 health centers spread, including 26 inpatient puskesmas units and 67 non-inpatient puskesmas units in an effort to facilitate the community and improve health services. Gorontalo Regency has the largest area in Gorontalo Province, which has the most sub-districts with 19 sub-districts. Based on data from the Gorontalo District Health Office, there are 21 inpatient Puskesmas in Gorontalo District, including six inpatient health centers. The six health centers are Telaga, Tilango, Tibawa, Batudaa, Boliyohuto, and Tolangohula health centers.

Tilango Public Health Center is the health center with the smallest area in Gorontalo Regency and is an inpatient health center that is located far from trans road access, so it can be a factor in the lack of patient visits. This is in line with the results of interviews with health workers at the Tilango Community Health Center on Saturday (8/1/2022), that patient visits were reduced in 1

month, and even there were no patients because most patients were receiving treatment at the Otanaha Hospital. In addition, the number of employees in the inpatient unit of the Tilango Health Center is more midwives than nurses, and even doctors are only *on-call* (not permanent), so many people are still dissatisfied with the services of the Tilango Health Center.

Inpatient health centers are the focus of research because if seen according to the SPM of inpatient units such as officers or health workers in the inpatient unit of the Tilango Health Center, namely doctors who are not *standby* at the Puskesmas, it becomes a complaint of patients who need medical treatment, especially in the inpatient unit so that patients have to wait to get treatment. Doctor's service. In addition, the physical facilities of the room in the inpatient unit of the Tilango Health Center, infrastructure facilities are not optimally available, and the lack of facilities in the treatment room, especially the restroom, which is less comfortable for patients, so researchers are interested in conducting research with the title "Patient and Employee Satisfaction at the Tilango Health Center. Gorontalo Regency".

## 2. RESEARCH METHODS

The location of study was carried out in an inpatient unit at Tilango Health Center Jl. Tilote, Tilote Village, Tilango District, Gorontalo Regency. The time of research was carried out in March – April 2022. The research used is quantitative research using the descriptive observational method.

The population in this study were all health workers in the inpatient unit of the Tilango Health Center, totaling 31 people, and the inpatients at the Tilango Health Center in the last month (February-March 2022), totaling 12 people.

The number of samples in Employee Satisfaction is the total population of 31 people, and the Customer Satisfaction sample is the number of inpatients at the Tilango Health Center in February-March 2022, totaling 12 patients using the *total sampling technique*.

Primary data are data for employee and patient respondents, which were obtained directly through questionnaires. Secondary data in this study are data obtained from initial observations and interviews at the Puskesmas and also data obtained from the Puskesmas (medical record reports, financial reports, annual reports), Health Service data, journals, and books.

The data analysis technique used descriptive analysis to describe each variable in the form of a frequency distribution image and then narrate it.

## 3. RESULTS AND DISCUSSION

### 3.1 Research result

#### 3.1.1 Overview of Research Sites

##### 1) Health Facilities at the Health Center

In 2020 the number of mobile health center cars was two units, the total number of motorcycles was eight units, and the number of doctor and paramedic offices at the Tilango Health Center was three units. With these facilities, it is hoped that the quality and reach of health services can increase, as well as the performance of health workers who are provided with official vehicle facilities.

##### 2) Poskesdes

The number of Poskesdes at the Tilango Health Center in 2020 is 8 units.

##### 3) Alert Village

The number of Alert Villages at the Tilango Health Center in 2020 is 7 villages.

##### 4) Health workers

The number of personnel at the Tilango Health Center in 2020 was 54 people, consisting of 27

civil servants and 27 servants/interns.

### 3.1.2 Analysis of the performance of the Tilango Health Center Inpatient Unit from the perspective of patient satisfaction

Patient satisfaction was measured using a questionnaire with

five dimensions of patient satisfaction, including *Responsiveness*, *Assurance*, *Tangible*, *Empathy*, and *Reliability*. In this perspective, the researchers distributed questionnaires to inpatients at the Tilango Health Center on 11 February - 10 March 2022, totaling 12 patients. Patient characteristics are shown in the following table:

**Table 3.1**  
**Characteristics of Inpatients**

Characteristics	n	%
<b>Age</b>		
17-25	6	50.0
26-35	5	41.7
36-45	1	8.3
<b>Total</b>	<b>12</b>	<b>100.0</b>
<b>Gender</b>		
Man	3	25.0
Woman	9	75.0
<b>Total</b>	<b>12</b>	<b>100.0</b>
<b>Level of education</b>		
Elementary school/equivalent	1	8.3
Middle school/equivalent	6	50.0
High school/equivalent	2	16.7
D3	1	8.3
S1	2	16.7
<b>Total</b>	<b>12</b>	<b>100.0</b>
<b>Work</b>		
IRT	6	50.0
Trader	1	8.3
civil servant	1	8.3
Teacher	1	8.3
Self-employed	1	8.3
Student	1	8.3
Student	1	8.3
<b>Total</b>	<b>12</b>	<b>100.0</b>
<b>Patient Type</b>		
BPJS	10	83.3
General	2	16.7
<b>Total</b>	<b>12</b>	<b>100.0</b>

*Source: Primary Data for 2022*

Based on table 3.1 shows that the patient characteristics are seen in the age group where the highest age is 15-29 years, as many as six patients (50.0%), and the lowest age is age >45 years with one patient (8.3%). Furthermore, the characteristics of the patient gender are the proportion of women more than men amounting to 9 patients (75.0%). Characteristics of patients seen from the level of education the most are SMP/equivalent with a total of 6 patients (50.0%), and the lowest education level is SD/equivalent and D3/equivalent amounting to 1 patient (8.3%). Most patients based on occupational status were IRT, with six patients (50.0%). In

addition, patient characteristics are seen based on the type of patient, with the most types of patients being BPJS, with ten patients (83.3%), and general patients with two patients (16.7%).

In the frequency distribution, there is each sub-variable which includes five dimensions of patient satisfaction.

- 1) *Responsiveness* \_
- 2) *Assurance* \_
- 3) *Tangibles* (Physical Evidence)
- 4) *Empathy* \_
- 5) *Reliability* (Reliability)

To be clear, the dimensions of patient satisfaction can be seen in the table below :

**Table 3.2**  
**Dimensions of Patient Satisfaction at the Tilango Health Center in 2021**

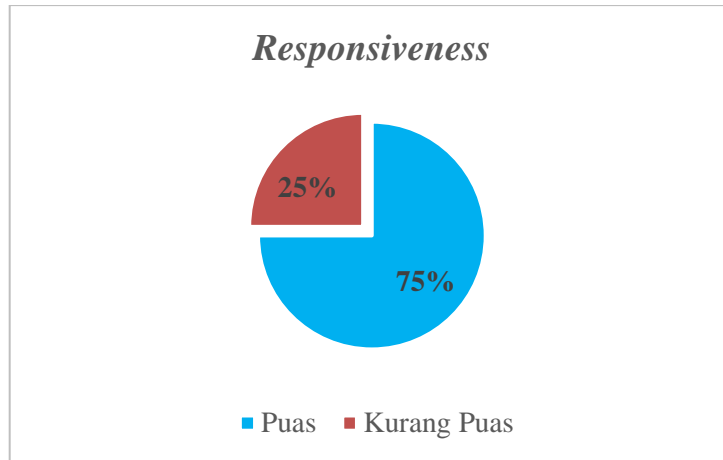
Patient Satisfaction Dimension	Satisfied		Not Satisfied		Amount	
	n	%	n	%	n	%
<i>Responsiveness</i>	9	75.0	3	25.0	12	100.0
<i>Assurance</i>	12	100.0	0	0.0	12	100.0
<i>Tangible</i>	11	91.7	1	8.3	12	100.0
<i>Empathy</i>	12	100.0	0	0.0	12	100.0
<i>Reliability</i>	12	100.0	0	0.0	12	100.0
<b>Average</b>		<b>93.34</b>		<b>6.67</b>		<b>100.0</b>

Source: Primary Data for 2022

Based on table 3.2 shows that the five dimensions of patient satisfaction at

the Tilango Health Center are included in the satisfied category.

1) *Responsiveness* \_



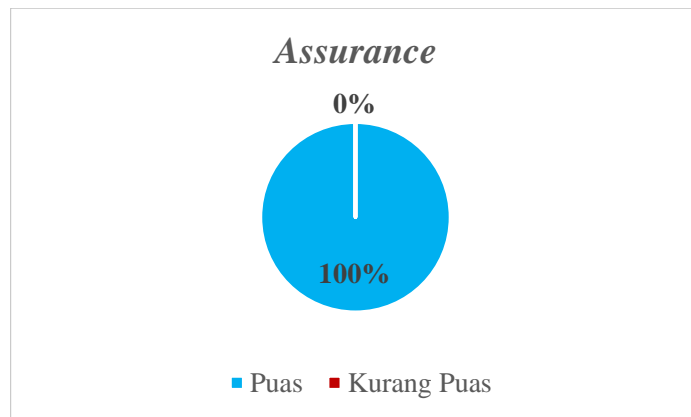
Source: Primary Data for 2022

Figure 3.1 Distribution of Patients Based on *Responsiveness* at Tilango Health Center in 2022

Based on Figure 3.1, the distribution of patients based on *Responsiveness* at the Tilango Health Center shows that from 12 patients, there were nine

patients in the satisfied category (75.0%) while the patients with the *responsiveness category* were less satisfied, namely six patients (25.0%).

2) *Assurance* \_



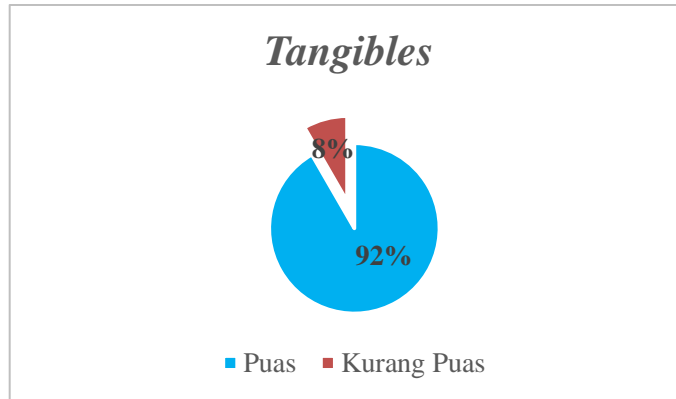
Source: Primary Data for 2022

Figure 3.2 Patient Distribution by *Assurance* at Tilango Health Center in 2022

Based on Figure 3.2, the distribution of patients based on *Assurance* at the Tilango Health Center shows that of the

12 patients, all included in the satisfied category (100.0%).

3) *Tangibles* (Physical Evidence)

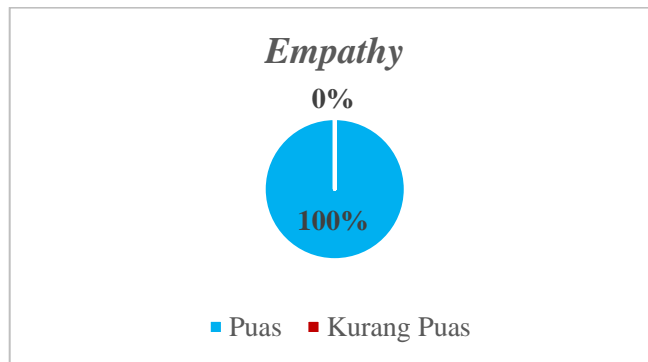


Source: Primary Data for 2022

**Figure 3.3** Distribution of Patients by *Tangibles* at Tilango Health Center in 2022

Based on Figure 3.3, the distribution of patients based on *Tangibles* at the Tilango Health Center shows that from 12 patients, there are 11 patients in the satisfied category (92.0%), while the patient with *tangibles* category is less satisfied, there is only one patient (8.0%).

4) *Empathy* \_



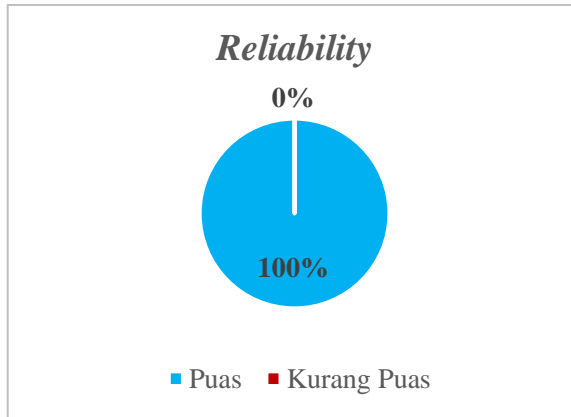
Source: Primary Data for 2022

**Figure 3.4** Patient Distribution by *Empathy* at Tilango Health Center in 2022

Based on Figure 3.4, the distribution of patients based on *Empathy* at the Tilango Health Center shows that of the 12 patients, all included in the satisfied category (100.0%).



5) *Reliability ( Reliability )*



Source: Primary Data for 2022

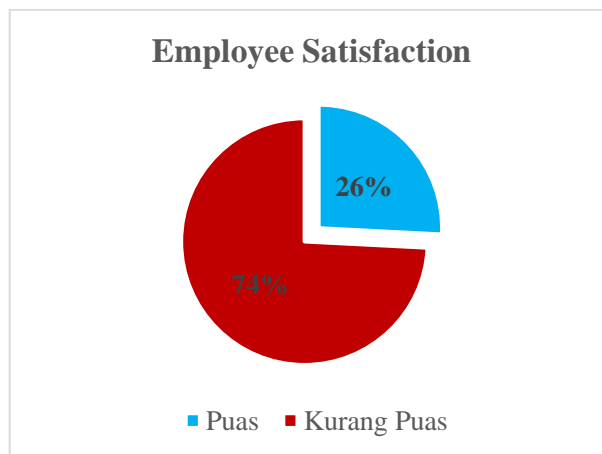
**Figure 3.5 Distribution of Patients Based on *Reliability* at Tilango Health Center in 2022**

Based on Figure 3.5 distribution of patients based on *reliability* at Tilango Health Center showed that of the 12 patients, all were included in the satisfied category (100.0%).

**3.1.3 Analysis of the performance of the Tilango Health Center Inpatient Unit from the**

**perspective of employee job satisfaction**

To measure employee satisfaction is measured using a questionnaire. Questionnaires were distributed to 31 employees within the Inpatient Unit of Tilango Health Center.



Source: Primary Data for 2022

**Figure 3.6 Distribution of Employees Based on Employee Satisfaction at Tilango Health Center in 2022**

Based on Figure 3.6, the distribution of employees based on Employee Satisfaction at the Tilango Health Center showed that of the 31 employees, there were eight employees in the satisfied category (26.0%) while the employees who had the less satisfied category were more, namely, 23 employees (74.0%) which was less good (<84%).

### 3.2 Discussion

#### 3.2.1 Analysis of the performance of the Tilango Health Center Inpatient Unit from the perspective of patient satisfaction

The patient satisfaction indicator aims to measure patient satisfaction with five dimensions of satisfaction which are carried out by filling out a list of questions on the questionnaire in the form of a *checklist* that has been provided. The research respondents were 12 patients.

##### 1) (*Responsiveness*)

Judging from the dimensions of responsiveness of Tilango Health Center employees, where patient satisfaction with employees in providing fast and responsive services to patients or the community. In this dimension, patients who feel satisfied are more than patients who are still dissatisfied, so employee services are included in the good

category in the responsiveness dimension. This is in line with previous research conducted by Dwi (2021), namely the calculation of the average value of the responsiveness variable at the Kedungdung Health Center Surabaya, which is 77%. This shows that the performance of the Kedungdung Health Center is assessed from the customer's perspective as being in a good category.

##### 2) Guarantee (*Assurance*)

In the assurance/assurance of Tilango Health Center employees, the level of satisfaction of inpatients at Tilango Health Center on the ability of employees to provide services to provide a sense of security and patient confidence in the Puskesmas. This dimension is included in the good category. This is in line with previous research conducted by Nurjannah (2015) that the distribution of respondents' answers on the guarantee variable at Batua Health Center Makassar City showed that as many as 2.4% of respondents said they were very satisfied (SP), 83.3% of respondents said they were satisfied (P), 14.3% of respondents said they were not satisfied (TP). So this dimension is in a good category.

##### 3) Physical Form (*Tangible*)

*tangible* dimension is looking at the physical appearance of the

Puskesmas, such as the place of service, facilities, and infrastructure that are seen physically by the patients of the Tilango Health Center. This is in line with previous research by Nurjannah (2015). The distribution of respondents' answers on the physical form of inpatients at Batua Health Center shows that 76.2% of respondents said they were satisfied (P), and 23.8% of respondents said they were not satisfied (TP).

#### 4) Empathy (*Empathy*)

The empathy variable looks at how caring, caring, and communicating employees are with patients in the inpatient unit of the Tilango Health Center. The distribution of respondents' answers to the dimensions of empathy at Tilango Health Center is in the good category. This is in line with previous research by Putri (2021), showing Respondents' answers on the empathy indicator at the Sagaranten Sukabumi Health Center showed that the respondents stated that they were very satisfied (SP) as many as 95.7% and respondents said they were satisfied (P) as many as 4.3%.

#### 5) Reliability (*Reliability*)

This dimension includes speed in providing services and providing the same service to all inpatients at the Tilango Health Center without discriminating against patients. This is

in line with previous research by Putri (2021), showing that respondents' answers at the Sagaranten Sukabumi Health Center stated that they were very satisfied (SP) as many as 96.2% and respondents said they were satisfied (P) as much as 3.8%.

In the results of the study above, it is explained that of the five dimensions of patient satisfaction in the inpatient unit of the Tilango Health Center, the category of satisfaction with performance is obtained if the percentage of each variable has a value of 84%. Of the five indicators, it is explained that patient satisfaction at the Tilango Health Center has a good response; this is because of these five indicators, almost all of the answered are satisfied. This is in line with the research of Nurjannah (2015), patient satisfaction at Batua Health Center Makassar City, that of the five dimensions of patient satisfaction in the inpatient unit of Batua Health Center, a score of 2,575 points was obtained. So these results indicate that patients at Batua Health Center can be categorized as satisfied with the performance of Batua Health Center. Patients are said to be satisfied if they are in the interval of 2,150 - 2,795 points.

### 3.2.2 Analysis of the performance of the Tilango Health Center

### **Inpatient Unit from the perspective of employee job satisfaction**

In this study, researchers distributed questionnaires to 31 employees of the Tilango Health Center Inpatient Unit. The level of employee satisfaction obtained from distributing questionnaires indicates that more employees are less satisfied at the Tilango Health Center. This means that the Tilango Health Center has not succeeded in providing satisfaction to its employees. This is seen in professional employees who still provide a sense of comfort and satisfaction to patients. The supporting factor for employee satisfaction is the intensive income that has not been fulfilled. Made (12) states that measuring the level of employee job satisfaction is to find out a pleasant emotional state in which employees view their work and give their commitment if they feel the emotional bond of the work being carried out with the surrounding environment.

This is in line with previous research by Nurjannah (2015) from the total score showing that Batua Health Center employees are not satisfied after comparing their impressions of their performance and expectations, where the ideal standard for patient satisfaction is

351 - 455 points while the total score in this study is 349 points and is in the Dissatisfied category with an interval of 246 – 350 points. The statement is supported by the fact that compensation is needed to increase motivation, and job satisfaction will improve service quality as well. Wages affect a person's performance, and someone expresses his dissatisfaction by working arbitrarily.

### **4. CONCLUSIONS**

The performance of the Tilango Public Health Center inpatient unit is seen from the customer's perspective, with patient satisfaction indicators categorized as satisfied (93.34%). The performance of the Tilango Health Center inpatient unit is seen from a learning perspective, with indicators of employee satisfaction categorized as less satisfied (26.0%).

### **ACKNOWLEDGMENT**

Thank you to the parties who have helped with this research so that this research can run smoothly

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