

CHAPTER IV

RESULTS AND DISCUSSION

A. Presentation of Data

1. Overview of Research Sites

a. Geographic circumstances

Geographically, the position Cukir health center located in 7°24'0" s / d 7°24'0" South latitude and 112°20'0" s / d 112°30'0" east longitude. Cukir health center Included in the sub-district of Diwek with an area of 24.85 km² of working area that includes 11 villages and 44 hamlets. The boundaries of the working area Cukir Health Center are:

- 1) North: borders on district of Jombang and district of Jogoroto
- 2) South: borders on district of Gudo and district of Ngoro
- 3) East: borders on district of Mojowarno, district of Ngoro and district of Jogoroto
- 4) West: borders on district of Perak and district of Ngoro

b. The village population

The population in the working area of Cukir health center are 60,747 souls these are comprised of 31,209 males and 29,898 females , this figure is derived from 11 villages Cukir health centers working area.

Table 4.1 The Population Working Area of Cukir Public Health Center

	Villages	Male	Female	Total
1.	Cukir	5.323	4.457	9.780
2.	Bulurejo	3.367	3.371	6.378
3.	Bendet	1.196	1.215	2.411
4.	Puton	1.543	1.493	3.036
5.	Kayangan	2.794	2.774	5.568
6.	Jatrejo	2.833	2.695	5.528
7.	Ceweng	1.933	1.976	3.909
8.	Bandung	5.173	5.086	10.259
9.	Kedawong	1.292	1.322	2.614
10.	Ngudirejo	2.095	2.071	4.166
11.	Grogol	3.660	3.438	7.098
	2010	31.209	29.898	60.747

Source :BPS of Jombang Regency

Based on the table above, it can be seen the population of each village, both men and women who enter the in working area Cukir Public Health Center. The highest population of villages is owned by the Bandung and the lowest population of villages is owned by Bendet. This is because the territory is different each other where the village of Bandung has a larger area than the the other villages, and the village of Bendet is the smallest territory of the other villages in the working area Cukir Public Health Center.

c. The Socio-cultural circumstances

1) Socio-Economic

Socio-economic situation can be seen from the type of livelihoods, because the socio-economy is synonymous with social welfare. When the average livelihoods provide a high income, it can be said that the social and economic situation is good, and vice versa. It is important for the health center to be known as a material consideration to the determination of cost of treatment to reach by the communities.

Table 4.2 Livelihoods Communities in Working Area Public Health Center of Cukir

Villages	Pet.	BT	PN	TB/K	Angkt.	ABRI	Pens.	Pedag.	Others
1. Cukir	108	207	266	43	27	45	60	1.681	354
2. Bulurejo	508	1.176	89	96	35	19	27	-	318
3. Bendet	113	213	68	29	19	7	12	77	76
4. Puton	145	308	32	32	29	8	7	67	209
5. Kayangan	301	386	61	61	64	11	19	518	128
6. Jatirejo	167	246	52	66	21	31	31	285	316
7. Ceweng	131	238	179	39	58	15	73	103	321
8. Bandung	349	1.074	182	116	59	35	38	1.521	219
9. Kedawong	139	304	71	42	18	5	13	108	134
10. Ngudirejo	259	358	77	71	102	28	28	127	185
11. Grogol	549	1.198	118	118	33	18	59	386	579
Total	2.769	5.708	1.195	713	465	222	367	4.873	2.839

Source :BPS of Jombang Regency

Explanation:

- Pet. : Farmer
- BT : Hodge
- PN : Civil servants
- TB/K : Stone Masonry /Carpenter
- Angkt.: Public Transportation
- ABRI : Armed Forces
- Pens. : Retirees
- Pedag. : Merchant/Seller

Based on the table above, it can be seen that the highest of people's livelihoods in the working area of Cukir Public Health Center is hodge with the amount of 5708 and the lowest livelihoods of people's livelihoods is Armed Forces with the amount of 222.

2) Religions

Aside from being a form of obedience to Almighty God, the religion of the community are important to know in order to provide better service. Service is adapted to halal and haram in the community trust, it will be adapted to tools and medicines used in the service. Decisions of services are based on the highest average number of people who embrace a particular religion.

Table 4.3 Embraced Religions by Communities in Working Area Public Health Center of Cukir

Villages	Islam	Protestant	Katholic	Hindu	Buddha	Others
1. Cukir	9.645	43	85	2	5	-
2. Bulurejo	6.734	4	-	-	-	-
3. Bendet	2.406	5	-	-	-	-
4. Puton	3.027	6	3	-	-	-
5. Kayangan	5.555	11	2	-	-	-
6. Jatirejo	5.528	-	-	-	-	-
7. Ceweng	3.819	68	22	-	-	-
8. Bandung	10.258	1	-	-	-	-
9. Kedawong	2.603	11	-	-	-	-
10. Ngudirejo	4.155	11	-	-	-	-
11. Grogol	6.226	843	29	-	-	-
Jumlah	59.956	1.003	141	2	5	0

Source :BPS of Jombang Regency

Based on the table above, it is known that the number of Muslims is the highest amount of 59.956. So that health centers may consider the service is adjusted to religion that is embraced the people.

2. Overview Current Research Site

a. Overview Current Puskesmas of Cukir

Cukir Public Health Center located on Jl. Mojowarno no.9 village of Cukir subdistrict Diwek District of Jombang, with the motto "Affordable Professional Services" is expected to push its own services for the better. The Locations are located on the edge of the highway, easy access to public transportation to the Puskesmas of Cukir because many public transportation through the road. Thus, it can be said that the location of the Cukir Public health center is a strategy see the conditions and circumstances exist.

1) Vision

The vision of Puskesmas of Cukir is Providing basic health services are a reliable leading Healthy of Jombang.

2) Missions

To achieve the vision, the mission of Cukir Public Health Center are:

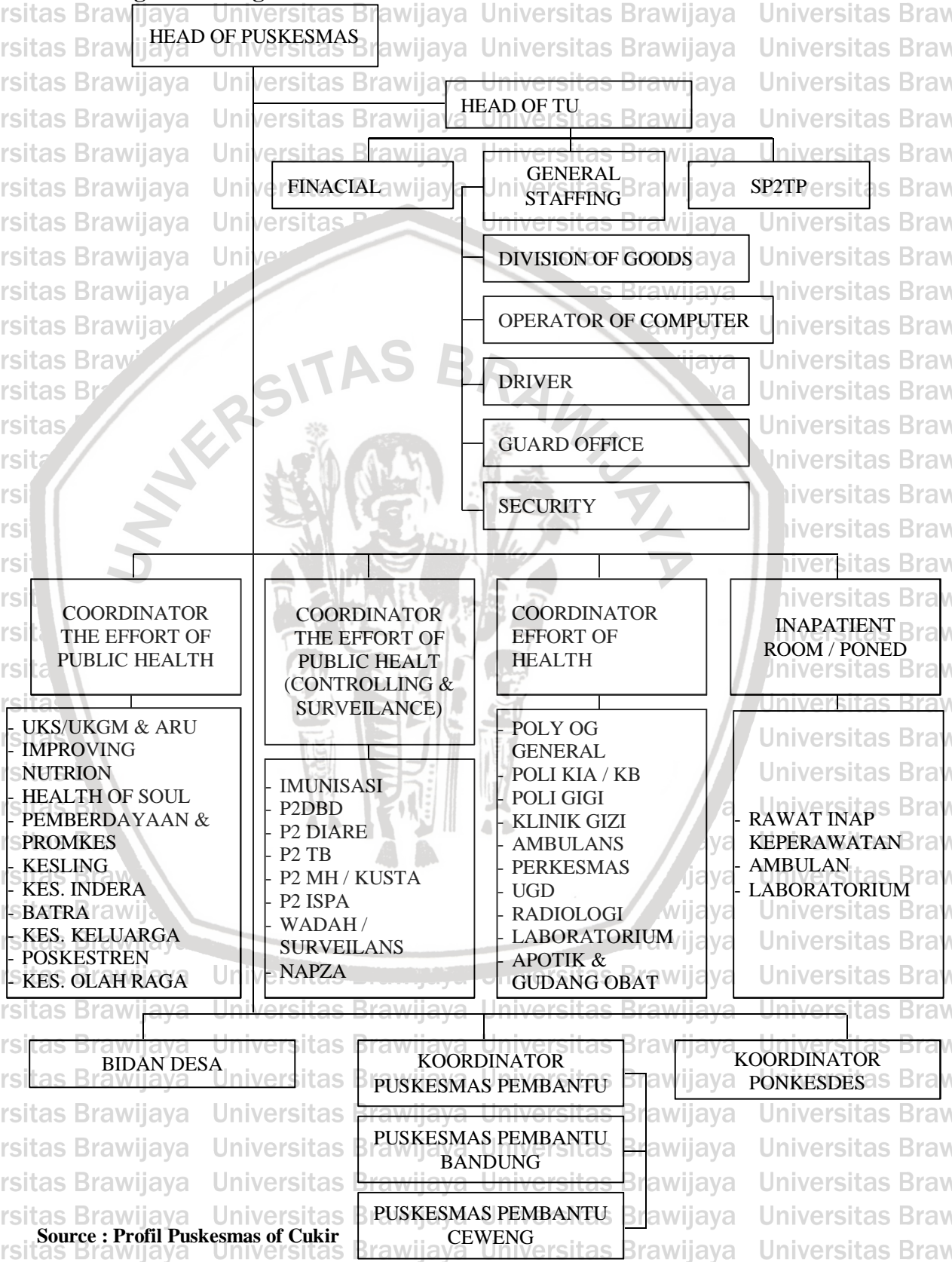
- a) Providing complete services for maternal, including the handling of nutrition.
- b) Providing affordable quality health services to the whole society.
- c) Improved environmental efforts through the socialization of of clean living healthy behaviors.
- d) Empowering communities toward health services patterns independently with Community Health Insurance.
- e) Develop management and health information systems.

b. Organization Structure

The organizational structure is paramount in an agency or institution, as the structure of the organization is a tool that can be used as a barrier the employees.

With the organizational structure, operational and technical guidelines will clear in every employees so that no employee interfering with the work of other employees not in their field.

Figure 4.1 Organizational Structure of Cukir Public Health Center



Source : Profil Puskesmas of Cukir

Based on Figure 4.1, it is known that organizations in Cukir Public health center already well. Seen from the activities that have been categorized by the coordinator in each group. It can be concluded that the structure of the organization in Puskesmas of Cukir already good.

c. Staffing

The Employees have an important role in health care. The Qualified employees will give more satisfied effect is felt by the patient. In addition, the arrangement must be adapted to needs of employees, so that no energy is wasted or unnecessary.

Table 4.4 Staffing Structure of Puskesmas Cukir

No	Employees	Civil Servents			Not Civil Servents		
		M	F	Total	M	F	Total
1	Medical						
	a. General Doctor	2	2	4			
	b. Dentist		1	1			
2	Nurse						
	a. Nurse	6	41	47	3	6	9
	b. Dental Nurse		1	1			
3	Midwife						
	a. Midwife of Puskesmas		4	4		9	9
	b. Midwife in Villages		6	6	4		4
4	Pharmacy						
	a. Assistant pharmacist		1	1			
	b. Pharmacist	1		1			
5	Public Health						
	- S1	1		1		1	1
	- S2						
6	Nutrient	1		1			
7	Medical Technicians						
	a. Health Analyst	1	3	4			
	b. Radiografer	1		1			
	c. Techniques Elektromedis					1	1
8	Non Health						
	a. SD		1	1			
	b. SMP	1		1			
	c. SMA	6	1	7			
	d. DI				1		1
	Total	20	61	81	3	22	25

Source : Profil of Puskesmas Cukir Distric of Jombang

d. Equipment Cukir Health Center

Table 4.5 Building Physical facility of Public Health Center Cukir

No	Description	Total
1	Sub Public Health Center	2
2	Roving Health Center	2
3	Polindes (Pondok Bersalin Desa)	9
4	Poskesdes (Pos Kesehatan Desa)	11
5	Posyandu	61
6	Practical Doctors	
	a. Spesialist	0
	b. General	6
	c. Dentist	0
7	Bidan Praktek Swasta	7

Source : Profil of Puskesmas Cukir Jombang Regency

Table 4.6 Facilities of Transportation Equipment Puskesmas Cukir

No	Description	The Year of Manufacture	Police Number	Condition
1	Cars:			
	a. Kijang KF Super	2005	S 8001 WP	Good
	b. Toyota HILUX	2008	S 8076 WP	Good
2	Roda 2:			
	a. Suzuki RC 80	1986	L 9849 ZA	Good Enough
	b. Suzuki A 100	1993	S 9745 WP	Good Enough
	c. Yamaha Vega R	2005	S 2215 WP	Good
	d. Honda Supra X 125	2006	S 2283 WP	Good

Source : Profil Puskesmas Cukir Jombang Regency

e. Facilities owned by Puskesmas of Cukir

In health institutions, facilities have an important role in the smooth running of the service, but it is also as a means of satisfying the patient. If the existing facilities meet the standard and unfit for used, then the patient will feel satisfied and comfortable so that the activity concerns the treatment of patients there is no sense of equipment and supplies used. The facilities in Puskesmas of Cukir are:

1) Inap Inpatient room

a) Inpatient Room A

The rooms are equipped with 6 beds consisting of adult bed and child bed, 6 cupboards and fan.

b) Inpatient Room B

The rooms are equipped with 4 beds consisting only adult bed, 4 cupboards and fan..

c) Inpatient Room C

The rooms are equipped with 4 beds consisting only adult bed, 4 cupboards and fan.

d) Inpatient Room D

The rooms are equipped with 4 beds consisting only adult bed, 4 cupboards and fan.

e) Kamar inap E1

The rooms are equipped with only 2 beds consisting only adult bed, 2 cupboards and fan and television.

f) Inpatient Room E2

The rooms are equipped with only 2 beds consisting only adult bed, 2 cupboards and fan

g) Inpatient Room E3

The rooms are equipped with only 2 beds consisting only adult bed, 2 cupboards and fan

h) Inpatient Room E4

The rooms are equipped with only 2 beds consisting only adult bed, 2 cupboards and fan

i) Inpatient Room F

The rooms are equipped with 6 beds consisting only adult bed, 6 cupboards, fan and a bathroom

j) Inpatient Room G

The rooms are equipped only one beds consisting only adult bed, 1 cupboards, a fan and a bathroom also there is a television. It can say the

VIP room because the only one and the facilities is good

2) PONED

- a) maternity room for the mother gave birth
- b) inpatient room childbirth jasmine
- c) inpatient room childbirth rose

In addition to the rooms, PONED also have the equipment and tools used for fluency delivery. Also there are 4 incubator prepared to handle a baby who needs or not strong with the existing temperature.

3) Nurse Office

The nurse's office serves as the center for inpatient care and as part of the administration inpatient care. If there are problems of patient , the nurses will follow up who have duties in the nurse's office.

4) Dental treatment room

Dental treatment room is one room to support the Public health center of Cukir with special handling for patients who have problems with the teeth.

Existing equipment in the dental room are complete making it easier for dentists to take measures against the patient have no difficulty.

5) Emergency Unit (UGD) 24 Hours

Emergency room at the Puskesmas Cukir is a specialist room for the first act if there is patient coming. Emergency room Cukir Health Center is open 24 hours so if there are patients who need care in then Emergency room at any time health center Cukir ready to provide measures to patients.

6) Radiology Room

Radiology room is a place to perform patient x-ray and USG for pregnant women, not all public health centers in the area Jombang have a special room for radiology. With no room radiology allows people to get a comprehensive health service.

7) The Operating Room

The uniqueness of the health center compared with Puskemas Cukir in general is having an operating room. The operating room is enabled to operate on patients who need surgery. so that people are no longer worried if it takes operation is not necessary to refer to the hospital. But the operation is handled here is a relatively minor operation such as childbirth operations.

8) Mosque

The place prayer is very important and absolutely necessary people to get closer to God Almighty, and in the health center of Cukir provided mosque

large enough so that the patient's family prayer activities are not disturbed if there is a special place to worship

9) Canteen

The Requirement needed of visitors of Cukir health center one of which is the existence of a place to buy food making it easier for families of patients who keep patients if needed to buy food and drinks.

10) Waiting Room

The Waiting Room has an important role so that the patient's family or people who want to get health services when waiting in line to be called there is a special place to wait for their turn to be called. The waiting room at the health center Cukir especially for the registration counter is equipped with 1 unit of TV for the family who accompany patients treated at the Cukir Public health center not boring because of the many queues.

11) Meeting Room

Meeting room at the Puskesmas Cukir functioned to employees meeting with leaders of Cukir public health center. This place has a significant role As with the facility to discuss issues and coordination with all employment of Cukir public health center. So with there is meeting is to provide comfort when there is a need for a meeting. So with there is meeting is to provide comfort when there is a need for a meeting.

12) The parking area

Parking place owned Puskesmas of Cukir is large enough, there is a special place for motorcycles parking and also there is special place for cars.

The park of Puskesmas Cukir is guarded 24 hours so that people whose families are concerned for the security of vehicles they carry.

13) Registration Counter Room

Registration Room in Puskesmas of Cukir is the main gateway for people who want to get the health services at the public health center of Cukir. In the room of registration to be a place to pay and registration if there are people who first come to the public health center of Cukir. The room contained equipment registration is complete enough that a computer, file cabinet of patients treated by the public health center of Cukir.

With existing facilities, it can be said that the facilities at the health center Cukir was good enough. With there are many options of rooms and facilities such as mosque and others.

f. Procedures servive of Puskesmas Cukir

Process or service flow is an important thing to be aware of. How to keep service flow can be understood quickly by prospective patients. The Prosedur that are difficult to understand or too long prosedur that must be followed to make the patient feel that the service was not good.

Here is a flow or service procedures that exist in the Puskesmas of Cukir:

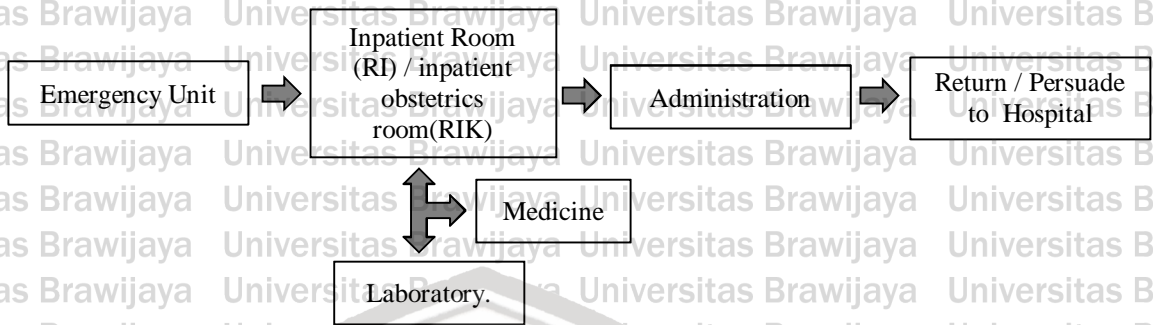


Figure 4.2 Procedure of Inpatient Room (RI) / Inpatient Obstetrics Room (RIK)

Based on the figure above, it can be seen both inpatient service procedures and inpatient obstetrics. The procedure starts from patient care comes directly receive checks in the emergency room, after being checked and the patient's illness known and service needs to be obtained by the patient. From the results of checks, the patient decided to get in inpatient rooms or inpatient obstetrics. If the patient requires laboratory test, laboratory tests it will be done. In the inpatient rooms, patients received medications such as intravenous fluids and medications needed. After all the service is completed and the patient otherwise recovered, the patient is allowed to go home, or if the health center patient feels need more intensive treatment, the patient will be referred to the hospital. However, before the patient goes home or admitted to the hospital, the patient must pay the administrative costs.

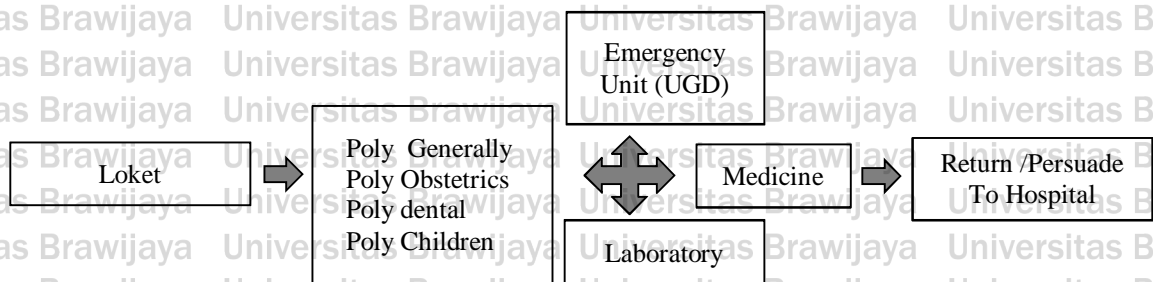


Figure 4.3 Prosedur of Service in POLY (Outpatient Care)

Outpatient services based on figure above, starting from the patient register to the counter. For new patients, medical treatment card will be made. For those who already have a medication card will be directly served by taking a queue number at the counter. At the counter, the patient be registered will go to general poly, poly obstetrics, dental poly, or poly kid. After known treatment goals, patients pay the administrative costs at the counter so the patient toward the desired poly just need to queue up and checked. After patients get a check, if it is felt that patients more need treatment will be referred to the emergency room or lab, adapted to the needs of the patient. After that patients get medicines and go home or if the results of the laboratory or emergency room showed patient requiring intensive treatment, the patient will be referred to the hospital.

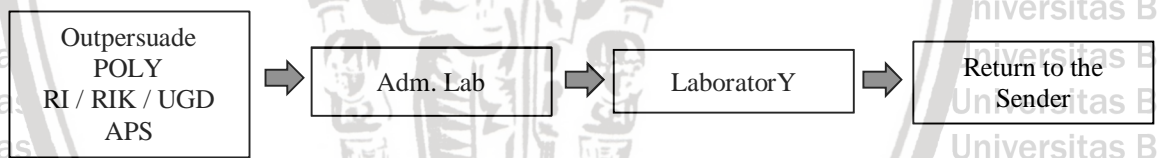


Figure 4.4 Procedure Laboratory Service

In the procedures of the laboratory services, patient referral from emergency room or poly recorded in the administration of the laboratory for identification checks will be done are adjusted by reference. After that patients get the examination in the laboratory. The direct outcome finished few moments after the inspection so that after receiving checks, of patients waiting the results of the examination in the waiting room. Furthermore, the patient is returned to the sender (poly or emergency room).

See Figure 4.2, 4.3, and 4.4, it can be seen that the flow of services in health centers Cukir has directed and well planned. In addition, there are no complicated procedure and very easily understood by the new patients.

g. The Healthy Effort Of Pukesmas Cukir

- 1) Healthy Effort Of Pukesmas Cukir are:
 - a) Communicable Disease Activity Directly
 - b) Animal Borne Disease Eradication Activities
 - c) immunization activities
 - d) Observation of Disease Activity (Survellans Epidemiology)
- 2) The Effort Environmental Healthy
 - a) Improved Sanitation Sanitation Public Places
 - b) Improved Sanitation Institutions
 - c) Improved Environmental Sanitation Settlements
 - d) Community-Led Total Sanitation Programme
 - e) Restructuring Food and Drinks
 - f) Improvement of Water Quality and Environmental Control
- 3) Efforts to increase Family Health and Nutrition Community
 - a) Mother Child Health Care and family planning programs
 - b) Improved Nutrition
 - c) Child and Adolescent Health
 - d) Old age and Sports

4) Efforts to increase Behavioral Health and Community Empowerment

- a) Activity in Healthy Lifestyle Programs
- b) Construct Sourced Community Health Efforts
- c) Dissemination of Information by Using Multimedia
- d) Improved of Health Personnel Skills

5) Kind health services at the public health center of Cukir

- a) Emergency Unit Open 24 Hours
- b) Health clinics Mother, Child, and Family Planning
- c) Clinical Majemen Integrated Childhood Illness (Clinical Child)
- d) General Clinic
- e) Clinical specialists pregnant women
- f) Referral services (general, Jamkesmas, Jamkesda)
- g) Environmental health consultation
- h) Teen health clinic
- i) Laboratory
- j) Radiology
- k) ECG (record of the heart)
- l) Immunization
- m) Nutritional Consultation
- n) Health Consultation
- o) Education (Health Promotion)
- p) Mass Treatment

B. Presentation of Data Research Focus

1. The Efforts of Public Health Center To Improve the Quality of Public Health Service

Every community would want get good health services. Health services in general to do with improving the quality of existing. If the quality of health services is good, it can be said that the health service has been good. In measuring the quality of public services Zeithaml and colleagues (1990) cited by (Hardiyansyah, 2011:47) mentions there are 10 important dimensions of public service quality benchmarks. Service facility is one of the supporting factors in improving quality of Service. Good quality services will provide many good effects too.

In general, the activities to implement the ministry, the services has guidelines called "Point of View" that every space in the Cukir Public health center will be encountered displays pictures of this to remind the employees in the act. These guidelines arranging how the behavior of employees, employees relationships with patients. How to relate between employees called "Perspective on friends", while in employee relations with patients referred to the "perspective of the patient". These guidelines contain the following:

a. The perspective of a friend

- 1) Teamwork is a partner in the employment team of complementary and supportive.
- 2) Teamwork is brother to reminiscent of another.
- 3) Teamwork is a friend in joy and sorrow.

4) Teamwork is friend compete to provide the best service.

b. The perspective of patients

1) The patient is a teacher for us, and that should be respected figure who would give a lot of experience and lessons.

2) A source of inspiration to do better in providing services to the community.

3) Guests who have served and be treated with courtesy and professional.

4) Treat patients as we wish to be treated.

In addition to the above guidelines, Cukir clinic also has specific guidelines to regulate the behavior of employees in providing services to the patient with the called by IDOLA (Indah, Damai, Obyektif, Lancar, dan Aman), with the slogan "aims to organize inpatient services and quality and affordable by all levels of society, with the strategy SENYUM":

Sambutlah pasien dengan senyum dan salam yang hangat, sebagai ungkapan rasa hormat dan siap melayani pasien.

Eksplorasi dan bantu menemukan masalah kesehatan yang diderita pasien.

Niat yang tulus untuk menyelesaikan masalah pasien dengan kemampuan terbaik.

Yakinkan pada pasien bahwa masalah kesehatan yang diderita akan kita layani segera.

Umum : Pelayanan rawat inap IDOLA Cukir dilaksanakan secara adil tanpa membedakan status sosial, ekonomi, agama, politik.

Mutu : Pelayanan puskesmas rawat inap IDOLA Cukir dilaksanakan sesuai standart operating procedure (SOP) dan sesuai dengan harapan atau melebihi harapan pasien.

See the description above, it can be drawn that will affect some effort in improving the quality of health services in health centers Cukir. The effort do not include all parts or items one by one, but globally that will represent the existing conditions. Moenir (1995:199) describes the function of service facilities.

a. Improved infrastructure development

Facility and infrastructure essential to satisfy the patient or prospective patient to comfort and confidence. In its efforts to improve the health services, Cukir Public health centers have been doing construction like:

- 1) Build inpatient patient rooms
- 2) Build the laboratory
- 3) Build radiological
- 4) Build an operating room
- 5) Build a space pertmuan
- 6) Completeness check laboratory equipment
- 7) Improved the waiting room

Development was done by the health center Cukir bring significant changes.

According to the Mrs.Suhartini (Cukir Puskesmas employees), "Public Health Center of Cukir much different better than in now, in the past it saw only many plantations, lots of trees, dirty, and on the procedure room also looks

ancient. When there was Building , public health Center of Cukir became good and comfortable". (Interview 10 November 2012, 11:00 pm). However, although it has a lot of development has been done by Cukir Public health center, there are development plans have not been realized according to the health center manager of Cukir.

There are unrealized plan to improve the health services, according to the interview with the head of the Public health center of Cukir (dr. Asnan) is "still a lot of plans, among others, held a special poly teenager but the place is not enough. For poly elderly, the place is not enough. For specific poly TBC and lung disease. It's not enough anymore to development Public Health center of Cukir because no space and full." (Interview 14 November 2012, at 07:30)

After seeing the the achievement of the plan and there are some plans that have not been realized, according to the head of the Public health center of Cukir, the most important is the development of additional inpatient rooms because many patients treated at the Public health center of Cukir. An increasing number of patients is because the completely of facility in Puskesmas Cukir and that it almost like a hospital. This is consistent with the results of the interview with Mr. Mulyadi as one patients at the Public health center of Cukir, "I think, at this Cukir Health Center is the most complete and comparable with the hospital, And the difference Cukir Public health center which in the past is very different then now and also were not as wide and as good as it is today." (Interview, 7 November 2012, at 09:20 pm).

The statement above is supported by the statement of one of the patients named Suciani mother, "I usually at the health center Blimbing mas, because here there are and complete laboratories, so come here I. And most people in Blimbing and Gudo come here also because it is very comprehensive." (Interview, 7 November 2012, at 08:30 pm).

b. The efforts of human resource development

Health personnel are all people who are devoted to the health sector and have knowledge and / or skills through education in the health field for certain types require authority to carry health (UU No.36,2009:3). Health personnel should have the quality of the provision of knowledge, skills owned and used optimally.

Health personnel are expected to improve the quality of health services and give the impression that health personnel in the state ready to serve fully and with skills owned.

In Cukir Public Health Center, to improve the quality of employment for employees who are given the opportunity to continue formal education to a higher level with meet several administrative requirements such as study permit from the District Health Office and District Government as a requirement adjustment when they have completed the education and return to work.

Table 4.7 The names of employees who follow training / courses are organized by the Provincial Training Center or the Department of Health for the year of 2011

No	Training/Course/Meeting	Name	Date
1	Sanitarian function	Supandi	22 sd 31-01-11
2	Sinpus Program	Hari, Aris, Estining P	21 sd 11-01-11
3	CTU / KB	Dr. Ainun Z	31-10-11, 04-11-11
4	TB Lung	Rudi	10 sd 11-12-11
Dst			

Source : Profile Puskesmas Cukir Regency of Jombang

Table 4.8 The names of the employees who Undertaking Education for the year of 2011

No	Name of Employee	Educational taken
1	Eko Julianto	S1 SKM
2	Juriyah	D3 obstetrics
3	Luluk W	D3 obstetrics
4	Dwi Astuti	D3 obstetrics
Dst		

Source : Profile Puskesmas Cukir Kab. Jombang

Based on existing data (Tables 4.7 and 4.8), it is known that Cukir health centers provide an opportunity for employees to further their education and gain more knowledge and skills. Hopefully, It is will improve the quality of human resources in the Public health center of Cukir so that services performed gets better and maximum.

This is confirmed by the results of interviews with heads of health centers (dr. Asnan), "For the improvement of Human Resources usually they (employees) regularly followed every time there is training or seminars, and for the cost depends, if it is allowed to be funded by the local government, we finance them.

But if funding has exceeded the rules of regulations, we can not pay for, which means the cost is borne by the individual participant."(Interview 14 November 2012, at 07:30).

c. Improvement of public health services program

Efforts to improve program public health services by Puskesmas of Cukir

include:

- 1) The efforts to improve public health service
 - a) Puskesmas Visiting activity of Puskesmas Cukir
 - b) The Biggest Disease Puskesmas of Cukir
 - c) Specialist health service
- 2) The efforts to prevent and eradication of diseases
 - a) Direct infectious disease eradication activities
 - b) Eradication of diseases activities sourced animal
 - c) Immunization activities
 - d) Observation of disease activity
- 3) Environmental health efforts
 - a) Improved sanitation public places
 - b) Increased institutional restructuring
 - c) Improved sanitation the residential neighborhood
 - d) Program STBM
 - e) Restructuring of food and drinks
 - f) Improved water quality and environmental monitoring
- 4) The Efforts to improve family health and nutrition
 - a) The Health services mother, child and family planning program
 - b) Improving the nutritional
 - Efforts to improve family nutrition

- Reduction of protein energy malnutrition problem
- Prevention of vitamin A deficiency problem
- Reduction of iron nutritional anemia problem
- System awareness of food and nutrition

c) Health of children and teenagers

d) Elderly and sports

5) Upaya peningkatan perilaku dan pemberdayaan masyarakat

a) Activities Net Healthy Lifestyle program

b) Construct Sourced Community Health Efforts

- Fostering posyandu
- Development of village idle

c) Dissemination of information using multimedia

- Through the pamphlet print media by the puskesmas with a specific topic related to health.
- Health campaign that is broadcast around, through electronic media, group counseling, post banner and posters / Leflet.

d) Improving the skills of health personnel

6) Efforts to improve the management of health services

a) Employee

b) Planning

c) General

7) The Efforts to improve services for poor families

a) JAMPERSAL

Jampersal is intended to guarantee childbirth of pregnant women through giving birth. With the service jampersal provide drought for underprivileged families belonging to poor and warranty Childbirth organized of achieving one of the indicators is to reduce maternal mortality and infant mortality.

Jampersal program targets all pregnant women is low or high economies.

This is supported by the results of interviews with Mrs. Suhartini (Cukir clinic employee) said the words, "Here are all pregnant women Jampersal rich or poor, everyone can ask but new patients before coming to PONE approval letter and offered there is follow jampersal or common. Jampersal is free and the common is paying the difference is that the pay could choose class inpatient rooms, which are usually in the room jampersal inpatient class

III. For our services that jampersal or not we treated equal. "(Interview 10 November 2012, 11:00 pm).

As for the types of service Jampersal are as follows:

- Checking of pregnancy
- Help normal childbirth
- childbed Services, including family planning after childbirth
- services of newborn
- Services complications of pregnancy, childbirth, childbed, and newborn

b) JAMKESMAS

In order to improve access and quality of health services for poor people have organized Community Health Insurance program Jamkesmas). With the Jamkesmas allows people to receive health care free of charge. Services obtained by the holder of a health card which according to the health minister regulation No.1097/MENKES/PER/VI/2011 technical guidance on basic health services Jamkesmas is as follows:

- Outpatient Services of First
- Inpatient Health Services of First
- Service help of Childbirth
- Services Specialist
- Referral Service

To obtain health services at puskesmas of Jamkesmas Cukir enough to show the health card will be given service by the puskesmas. This is confirmed by the description of one of the health card holders Kartin mother who said, "The service procedure is easy here, my treatment using of Jamkesmas and here quite a show of Jamkesmas card directly served and free charges, ranging from free to complete all check".(Interview 10 November 2012, 09:00 pm).

c) Statement Letter of Poor

Poor statement letter is a letter published by the Health Department explained that the patient was classified as poor. For service obtained from

the holders of the Poor Statement Letter has the same function as of Jamkesmas, the difference is a applicable Jamkesmas forever while Poor Statement Letter has a limited grace period.

d) ASKES (Health Insurance)

Health insurance that is intended for the welfare of civil servants in order civil servants as servants of the state can be assured. With health insurance card is the card holders who wish to receive health services at puskesmas Cukir enough to show the card.

Table 4.9 Reports three month visitor in October-November of 2012

Category Visitors	Category Male	Category Female	Total
Patient Pay	2249	5299	7548
Gakin	893	1170	2063
Askes	452	1085	1537

Source : Monthly Report Puskesmas of Cukir

From the table above it can be seen that the existing visitor Puskesmas Cukir is very high. It showed enthusiastic people who want to get health services quite a lot. Users program of Gakin comprising Jampersal, Jamkesda and Jamkesmas, who visit to the puskesmas Cukir also quite high. While users Askes can also say a lot. This is essentially the position the puskesmas in communities is very important with complete facilities community would prefer visit to the puskesmas of Cukir to get health services in comparison to going to the hospital.

2. The health services are perceived by the community from Puskesmas of Cukir with the benchmark index of satisfaction

Based on 70 questionnaires which distributed to the respondents, the results are as below:

Table 4.10 Questionnaire Results

No	Description	Results					Total
		Very Good	Good	Good Enough	Less Good	Not Good	
1	Procedures of Service	12	42	15	1	0	70
2	Requirements of services	6	55	8	1	0	70
3	Certainty workers of service	13	42	12	3	0	70
4	Discipline service officers	13	32	18	7	0	70
5	Responsibility for service officers	9	43	15	3	0	70
6	The ability of service officers	10	44	14	2	0	70
7	Speed of service	10	31	19	10	0	70
8	Justice get service	11	41	15	3	0	70
9	Courtesy and friendliness of officers	11	47	9	3	0	70
10	Reasonableness of service fee	12	46	11	1	0	70
11	Certainty service fee	9	42	17	2	0	70
12	Certainty service schedules	11	45	11	3	0	70
13	Environmental comfort	20	30	19	1	0	70
14	Safety of services	12	44	13	1	0	70
	Total	159	584	196	41	0	980
	Perentation	16,22%	59,59%	20,00%	4,18%	0,00%	100,00%

Source : Primary data which processed in 2012

Based on Table 4.10, it can be seen that most respondents feel health services is a good. 584 of 980 Proven the answers are in a good choice, if the percentage is equal to 59.59% of respondents chose the answers is good. From 14 questions, none of respondent who answered was not good, so for this answer choice has the lowest percentage of 0%.

The result is a description of an outline of health services. Indicators measuring public services according to Ministerial Decition PERMENPAN No..

25/M.PAN/2/2004 about community satisfaction index is 14 indicators. Details of the results of each indicator are as below:

a. Procedures of Service

This indicator in terms of ease stages of service provided to community in terms of the simplicity of service flow. Service procedures will be perceived by the public as a patient at the puskesmas Cukir. The good procedure for the Public health center, could mean less good for the community if the community does not feel that the existing service procedures are easy to read and follow.

Table 4.11 Service Procedures Perceived By Community

Description	Result	Percentage
Very good	12	17,14%
Good	42	60,00%
Good enough	15	21,43%
Less good	1	1,43%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 42 of the 70 respondents said that service procedures at the Puskesmas of Cukir is good. Furthermore, 15 respondents said that service procedures at the puskesmas Cukir is good enough, and the other 12 say are very good. Lowest results other than "zero" is not good, that is one of the 70 respondents chose this answer.

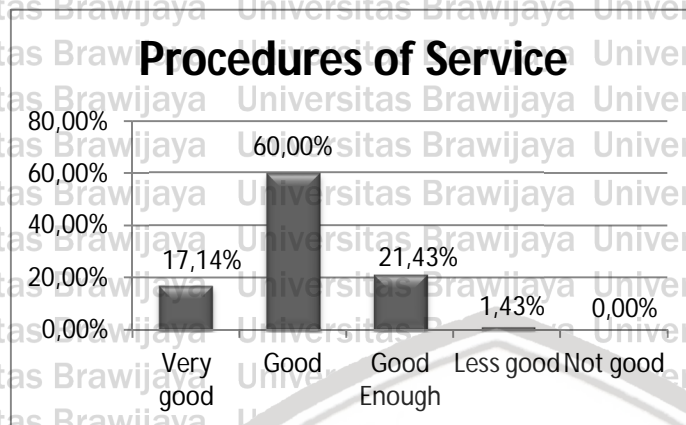


Figure 4.5 Percentage of Service Procedures Perceived By Community

Based on Figure 4.5 it is known that the answers for good is percentage of the highest with value of 60%. Furthermore, 21.43% said it is good enough, 17.14% is are very good, 1.43% for less good, and 0% is not good.

b. Requirements of services

This indicator in terms of technical and administrative requirements necessary to get service according to the type of service. Requirements of service perceived by the community also as patients in the Puskesmas of Cukir. Requirements and Good uncomplicated will ease process of handling of the society, because many requirements that would delay the health service if some or even one of the requirements have not been fulfilled.

Table 4.12 Requirements of services perceived By Community

Description	Result	Percentage
Very good	6	8,57%
Good	55	78,57%
Good enough	8	11,43%
Less good	1	1,43%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 55 of the 70 respondents said that Requirements of services at the Puskesmas of Cukir is good. Furthermore, 8 respondents said that service procedures at the puskesmas Cukir is good enough, and the other 6 say are very good. Lowest results other than "zero" is not good, that is one of the 70 respondents chose this answer.

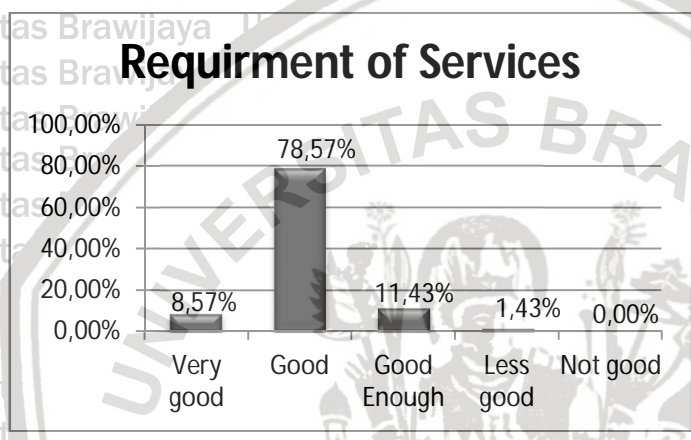


Figure 4.6 Percentage requirements of services perceived By Community

Based on Figure 4.6 it is known that the answers for good is percentage of the highest with value of 78,57% . Furthermore, 11,43% said it is good enough, 8,57% is are very good, 1,43% for less good, and 0% is not good.

c. Certainty service of officers

This indicator in terms of the existence and certainty officers provide services (name, position and authority and responsibility). Clarity of care officials is very important of health services. The existence officers and clarity of authority would facilitate the community in getting medical treatment because each officer has their job descriptions. It is also important to avoid confusion in the community undergoing the procedure.

Tabel 4.13 Certainty service of officers perceived by Community

Description	Result	Percentage
Very good	13	18,57%
Good	42	60,00%
Good enough	12	17,14%
Less good	3	4,29%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 42 of the 70 respondents said that clarity service of officers at the Puskesmas of Cukir is good. Furthermore, 13 respondents said that service procedures at the puskesmas Cukir is good enough, and the other 12 say are very good. Lowest results other than "zero" is not good, that are 3 of the 70 respondents chose this answer.

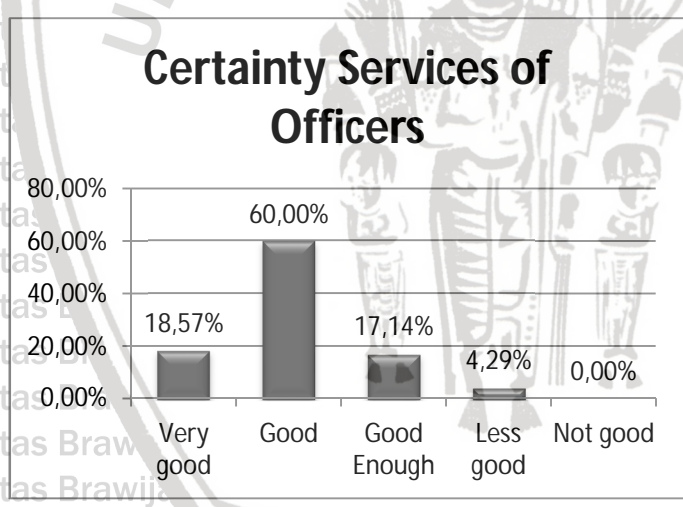


Figure 4.7 Percentage clarity service of officers perceived by Community

Based on Figure 4.7 it is known that the answers for good is percentage of the highest with value of 60%. Furthermore, 17,14% said it is good enough, 18,57% is are very good, 4,29% for less good, and 0% is not good.

d. Discipline service of officers

This indicator in terms of seriousness officers in providing services primarily to the consistency of the working time according to applicable regulations. This is important in health care. If the officer not disciplined (came late and close service before working hours), it would be detrimental to the community.

Table 4.14 Discipline service officers perceived by Community

Description	Result	Percentage
Very good	13	18,58%
Good	32	45,71%
Good enough	18	25,71%
Less good	7	10,00%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 32 of the 70 respondents said that discipline service officers at the Puskesmas of Cukir is good. Furthermore, 18 respondents said that discipline service officers at the puskesmas Cukir is good enough, and the other 13 say are very good. Lowest results other than "zero" is not good, that are 7 of the 70 respondents chose this answer.

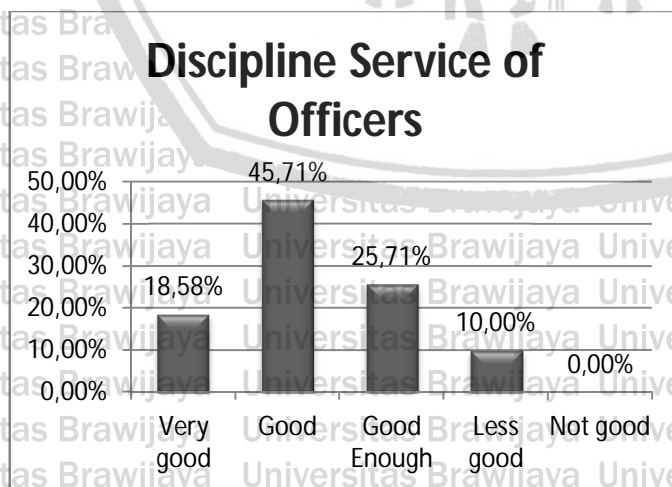


Figure 4.8 Percentage of Discipline service officers perceived by Community

Based on Figure 4.8 it is known that the answers for good is percentage of the highest, with value of 45,71%. Furthermore, 25,17% said it is good enough, 18,58% is are very good, 10% for less good, and 0% is not good.

e. Responsibility for service officers

This indicator in terms of the clarity of authority and responsibility of officials in the implementation and completion of the services. It is important in the the treatment of patients, handling which not optimal and full completion by the officer would be very detrimental to the community as a patient at the puskesmas. So responsibility of the officer in the service is very important to keep the community satisfaction.

Table 4.15 Responsibility for service officers perceived by Community

Description	Result	Percentage
Very good	9	12,86%
Good	43	61,43%
Good enough	15	21,43%
Less good	3	4,28%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 43 of the 70 respondents said that responsibility for service officers at the Puskesmas of Cukir is good. Furthermore, 15 respondents said that responsibility for service officers at the puskesmas Cukir is good enough, and the other 9 say are very good. Lowest results other than "zero" is not good, that are 3 of the 70 respondents chose this answer.

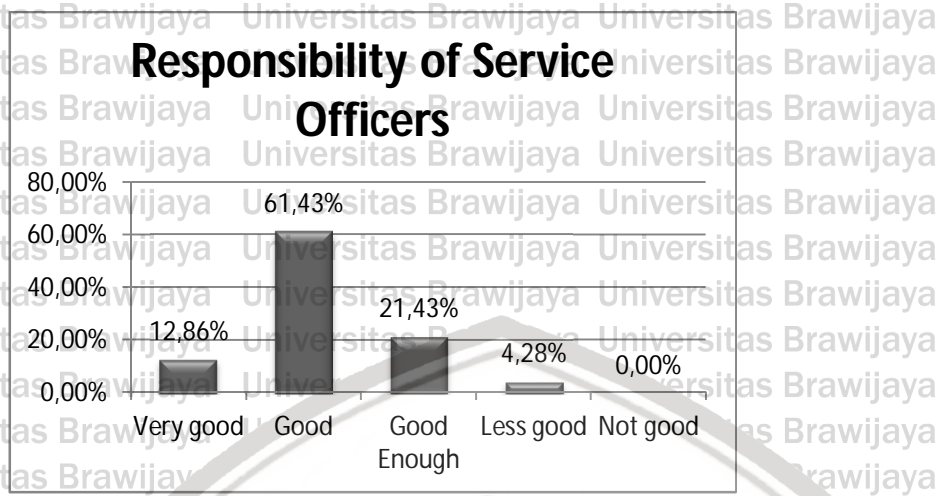


Figure 4.9 Percentage Responsibility for service officers perceived by Community

Based on Figure 4.9 it is known that the answers for good is percentage of the highest with value of 61,43%. Furthermore, 21,43% said it is good enough, 12,86% is are very good, 4,28% for less good, and 0% is not good.

f. The ability of service personnel

This indicator in terms of the level of expertise and skills of officers in providing and finishing services to the community. Expertise and skills of officers in providing and completing the service is very important to provide comfort to the community as a patient. Officers who do not have the expertise and skills of good will there is concern to the community who seek treatment. Worries may be dissatisfaction and unbelief of treatment in the puskesmas.

Tabel 4.16 The ability of service personnel perceived By Community

Description	Result	Percentage
Very good	10	14,29%
Good	44	62,86%
Good enough	14	20,00%
Less good	2	2,86%
Not good	0	0,00%
Total	70	100,01%

Source: Primary data which processed in 2012

From the table above, known that 44 of the 70 respondents said that The ability of service personnel at the Puskesmas of Cukir is good. Furthermore, 14 respondents said that The ability of service personnel at the puskesmas Cukir is good enough, and the other 10 say are very good. Lowest results other than "zero" is not good, that are 2 of the 70 respondents chose this answer.

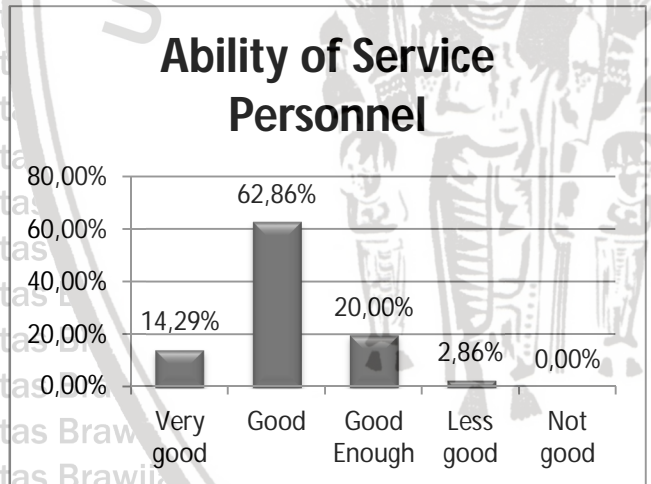


Figure 4.10 The percentage ability of service personnel perceived By Community

Based on Figure 4.10 it is known that the answers for good is percentage of the highest with value of 62,85%. Furthermore, 20% said it is good enough, 14,29% is are very good then 2,86% for less good, and 0% is not good.

g. Speed of services

This indicator target of in terms service time can be completed in the the specified time by the unit of service providers. Time service in accordance with the specified time unit organizer important as certainty for the community service time. Certainty service time awake, causing a positive perception of the community. The public will more trust and a happy go to puskesmas that have the certainty service time.

Table 4.17 Speed of service perceived by Community

Description	Result	Percentage
Very good	10	14,29%
Good	31	44,23%
Good enough	19	27,14%
Less good	10	14,29%
Not good	0	0,00%
Jumlah	70	99,95%

Source: Primary data which processed in 2012

From the table above, known that 31 of the 70 respondents said that speed of service at the Puskesmas of Cukir is good. Furthermore, 19 respondents said that speed of service at the puskesmas Cukir is good enough, and the other 10 say are very good. Lowest results other than "zero" is not good, that are 10 of the 70 respondents chose this answer.

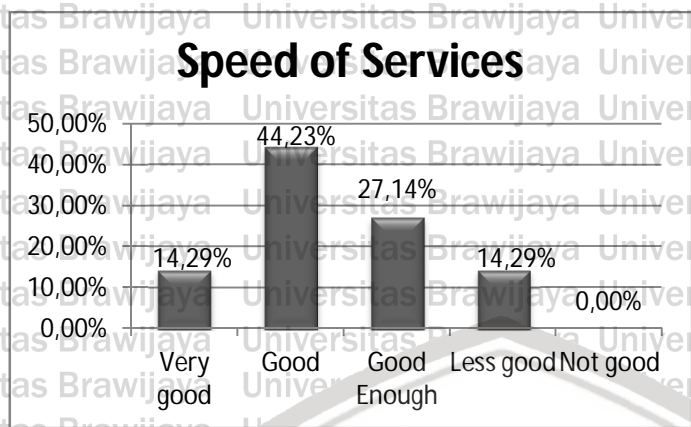


Figure 4.11 Percentage Speed of service perceived by Community

Based on Figure 4.11 it is known that the answers for good is percentage of the highest with value of 44,23%. Furthermore, 27,14% said it is good enough, 14,29% is are very good then 14,29% for less good, and 0% is not good.

h. Justice get service

This indicator in terms implementation of services by not distinguishing class/status of the community served. This is important especially for the middle to down. Services that do not discriminate community status will be more effective and give satisfaction to the many people so will be established good cooperation between officers and the patient.

Tabel 4.18 Justice get service perceived by Community

Description	Result	Percentage
Very good	11	15,71%
Good	41	58,57%
Good enough	15	21,43%
Less good	3	4,29%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 41 of the 70 respondents said that Justice get service at the Puskesmas of Cukir is good. Furthermore, 15 respondents said that Justice get service at the puskesmas Cukir is good enough, and the other 11 say are very good. Lowest results other than "zero" is not good, that are 3 of the 70 respondents chose this answer.

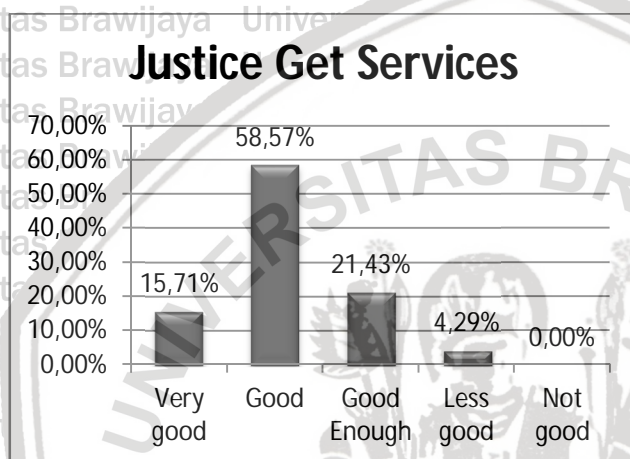


Figure 4.12 Percentage Justice get service perceived by Community

Based on Figure 4.12 it is known that the answers for good is percentage of the highest with value of 58,57%. Furthermore, 21,43% said it is good enough, 15,71% is are very good then 4,29% for less good, and 0% is not good.

i. Courtesy and friendliness of officers

This indicator in terms attitude and behavior of officers in providing services to the community as polite and friendly as well as mutual appreciate and respect.

Good service, polite, friendly, and mutual respect will provide a positive impact in the treatment process. Treatment process which is based on the cooperation because there is a mutual respect between the officers and the patient will

hopefully of service. It is expected from the service running smoothly will result in the maximum treatment.

Table 4.19 Courtesy and friendliness officers perceived by Community

Description	Result	Percentage
Very good	11	15,71%
Good	47	67,14%
Good enough	9	12,86%
Less good	3	4,29%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 47 of the 70 respondents said that Courtesy and friendliness officers at the Puskesmas of Cukir is good. Furthermore, 9 respondents said that Courtesy and friendliness officers at the puskesmas Cukir is good enough, and the other 11 say are very good. Lowest results other than "zero" is not good, that are 3 of the 70 respondents chose this answer.

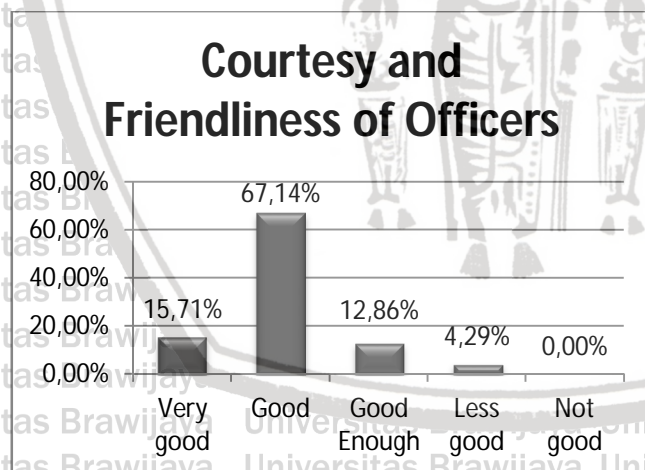


Figure 4.13 Percentage Courtesy and friendliness officers perceived by Community

Based on Figure 4.13 it is known that the answers for good is percentage of the highest with value of 67,14%. Furthermore, 21,43% said it is very good , 12,86% is are very good enough and then 4,29% for less good, and 0% is not good.

j. Reasonableness of service fee

This indicator in terms community affordability of the amount of the cost imposed by the service unit. Affordability will have a positive impact on the service. The cost of treatment can be perceived by the community to be met or affordable, it will make people willingly seek treatment at the puskesmas.

Table 4.20 Reasonableness of service fee perceived by Community

Description	Result	Percentage
Very good	12	17,14%
Good	46	65,71%
Good enough	11	15,72%
Less good	1	1,43%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 46 of the 70 respondents said that Reasonableness of service fee at the Puskesmas of Cukir is good. Furthermore, 11 respondents said that Reasonableness of service fee at the puskesmas Cukir is good enough, and the other 12 say are very good. Lowest results other than "zero" is not good, that are 1 of the 70 respondents chose this answer.

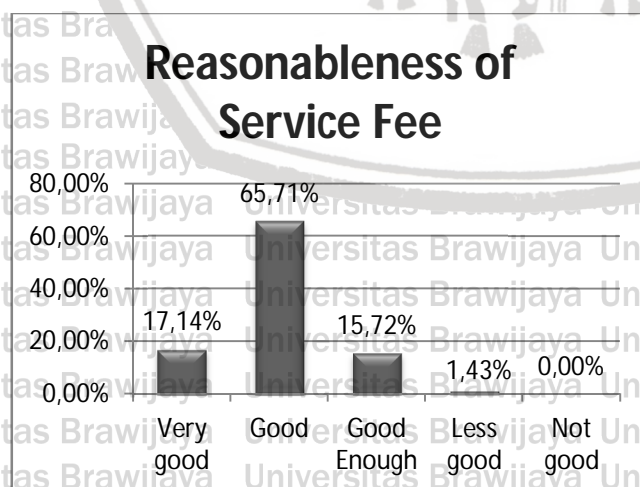


Figure 4.14 Percentage Reasonableness of service fee perceived by Community

Based on Figure 4.14 it is known that the answers for good is percentage of the highest with value of 65,71%. Furthermore, 17,14% said it is very good , 15,72% is are good enough and then 17,14% for less good, and 0% is not good.

k. Certainty services fee

This indicator in terms the correspondence between the cost paid and costs a predetermined. Cost paid is the cost to be paid by the community as a patient.

While cost is a predetermined cost to be paid by patients that have been made by the puskesmas.

Tabel 4.21 Certainty service fee perceived by Community

Description	Result	Percentage
Very good	9	12,86%
Good	42	60,00%
Good enough	17	24,29%
Less good	2	2,85%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 42 of the 70 respondents said that Certainty service fee at the Puskesmas of Cukir is good. Furthermore, 17 respondents said that Certainty service fee at the puskesmas Cukir is good enough, and the other 9 say are very good. Lowest results other than "zero" is not good, that are 2 of the 70 respondents chose this answer.

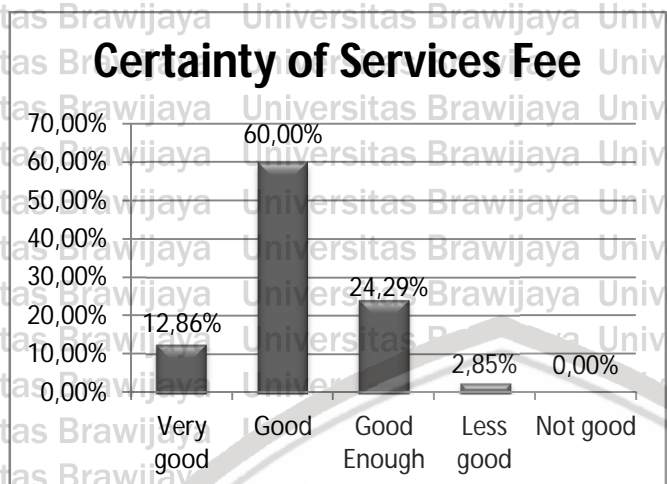


Figure 4.15 Percentage Certainty service fee perceived by Community

Based on Figure 4.15 it is known that the answers for good is percentage of the highest with value of 60%. Furthermore, 12,86% said it is very good, 24,29% is are good enough and then 2,85% for less good, and 0% is not good.

1. Certainty services schedules

This indicator is in terms the implementation of the service time, in accordance with conditions determined. Certainty schedule this service such as poly dental service schedules are Monday and Wednesday, health care letter creation is on Tuesday and Thursday, and so on. This schedule is to provide assurance to the public that on the appointed day is certainly no notice of the examination and treatment services that have been determined.

Tabel 4.22 Certainty service schedules perceived by Community

Description	Result	Percentage
Very good	11	15,71%
Good	45	64,29%
Good enough	11	15,71%
Less good	3	4,29%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 45 of the 70 respondents said that Certainty service schedules at the Puskesmas of Cukir is good. Furthermore, 11 respondents said that Certainty service schedules at the puskesmas Cukir is good enough, and the other 11 say are very good. Lowest results other than "zero" is not good, that are 3 of the 70 respondents chose this answer.

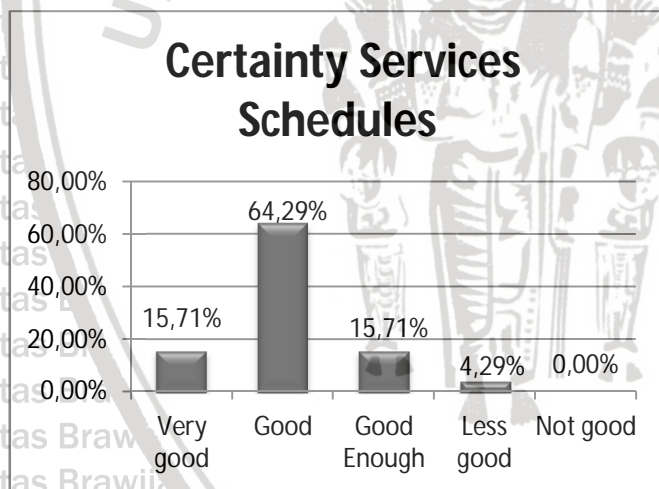


Figure 4.16 Percentage Certainty service schedules perceived by Community

Based on Figure 4.16 it is known that the answers for good is percentage of the highest with value of 64,29%. Furthermore, 15,71% said it is very good, 15,71% is are good enough and then 4,29% for less good, and 0% is not good.

m. Environmental comfort

This indicator in terms facilities and infrastructure conditions are clean, tidy, and regular so that it can provide comfort to the recipient of service. Important for the comfortable the sick. When people feel comfortable seeking treatment, then the process of service and treatment of will go smoothly and well. Patients will be easier to cooperate and easy to receive feedback and suggestions from officers.

Table 4.23 Environmental comfort perceived by Community

Description	Result	Percentage
Very good	20	28,58%
Good	30	42,86%
Good enough	19	27,14%
Less good	1	1,42%
Not good	0	0,00%
Total	70	100,00%

Source: Primary data which processed in 2012

From the table above, known that 30 of the 70 respondents said that Environmental comfort at the Puskesmas of Cukir is good. Furthermore, 10 respondents said that Environmental comfort at the puskesmas Cukir is good enough, and the other 20 say are very good. Lowest results other than "zero" is not good, that is one of the 70 respondents chose this answer.

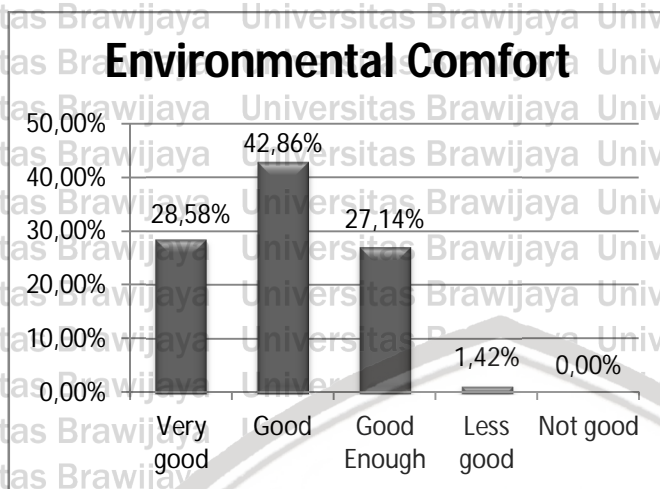


Figure 4.17 Percentage Environmental comfort perceived by Community

Based on Figure 4.17 it is known that the answers for good is percentage of the highest with value of 42,86%. Furthermore, 28,58% said it is very good, 27,14% is are good enough and then 1,42% for less good, and 0% is not good.

n. Safety of services

This indicator in terms guarantee the security level of environmental unit service providers or facility are used, so that the community feel comfortable to get the service to risks caused from the implementation of services. Security environment and tools that are used to show community that the puskesmas are ready to serve the community in the treatment process.

Tabel 4.24 Safety of services perceived by Community

Description	Result	Percentage
Very good	12	17,14%
Good	44	62,85%
Good enough	13	18,57%
Less good	1	1,42%
Not good	0	0,00%
Total	70	99,98%

Source: Primary data which processed in 2012

From the table above, known that 44 of the 70 respondents said that Safety of services at the Puskesmas of Cukur is good. Furthermore, 13 respondents said that Safety of services at the puskesmas Cukur is good enough, and the other 20 say are very good. Lowest results other than "zero" is not good, that is one of the 70 respondents chose this answer.

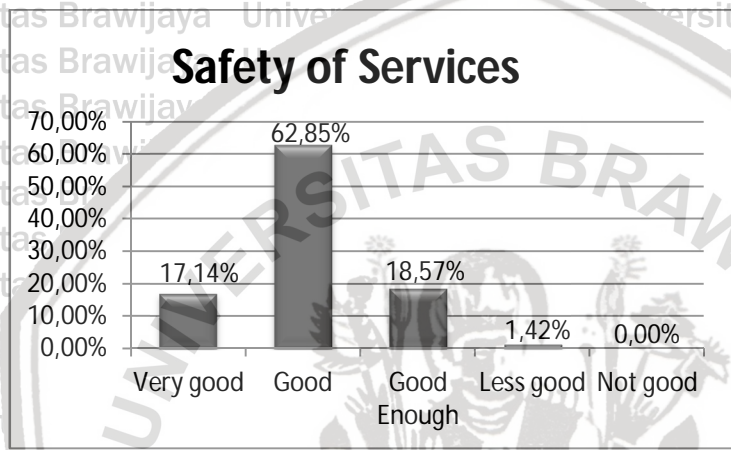


Figure 4.18 Percentage Safety of services perceived by Community

Based on Figure 4.18 it is known that the answers for good is percentage of the highest with value of 62,86%. Furthermore, 17,14% said it is very good, 18,57% are good enough and then 1,42% for less good, and 0% is not good.

C. Analisis And Interpretation of Data

1. The Efforts of Public Health Center To Improve the Quality of Public Health Service

The quality of service is closely associated with the results of the service. With the existence good quality services are expected the service results will be better. From the opinions expressed by Scheuing & Bo (1994:24) that The quality of the service depends on how the customer perceives the package in its totality, including the relationship with the service provider. From this opinion can be

known that the quality of service according to the community is views from packaging or outcomes they are getting and they feel of employees in that agency.

If the packaging and service is good then the people will say well, and vice versa.

The development time is also one of the causes of service quality improvement. The times will push the public perception on the modern thinking and modern everything. In this case, to increase the way that encourages the cooperation services with patients is a modern form of service quality improvement while at before the service was not prioritize patient satisfaction, but prioritizing of results (revenues). In addition, the development of population must also be balanced with the increasing number of the existing building with the increasing number of patients to be treated. Looking at some of these reasons, we can see the importance of improving the quality of service due to many changes and developments in many aspects.

Cukir Public Health Center as one of the health institutions also continuously improve the quality of service to fulfill of patient satisfaction. Such as existence guideline "Point of View" that regulates the relationship between employers and employees with patients and there are also services for inpatients IDOLA (Indah, Damai, Obyektif, Lancar, dan Aman) who treat patients with SENYUM. This is according to the theory Denhart and Denhart (2003:42-43), which indicates that the public service does not prioritize to the demands of the customer but rather focuses on the relationship of trust with the community. And also the opinion of Wijono (1997:254), which describes the most important dimension to measure the extent to which health care standards have been met, one of which is the

relationship between people associated with the interaction of health workers and patients, managers and workers, and between health team with the community.

a. Improved Infrastructure Development

In a book published by the Ministry of Home Affairs (1973:121), one aspect to achieve public welfare in the health sector is the development of the gradual health facilities, namely enterprise development of public health integration through community health center (clinic). Cukir Public Health Center has conducted a lot of development and improvement in many parts in an attempt to improve the quality of services in infrastructure and facilities field. The development has also brought significant changes the perceived by the patients, where before the existence of facilities and infrastructure increase explained that Cukir Public Health Centre still looks dirty and old.

Moeris (1995:199) describes the facilities services as follows:

- a. Speeding up implementation of the work processes, so it can save time.
- b. Improving the productivity, either goods or services.
- c. A better product quality / guaranteed.
- d. Assessment the composition and stability of measures is assured.
- e. Much easier / simple in motion the perpetrators.
- f. Cause a sense of comfort for the may concern people.

The opinions above has been implemented by Cukir Public Health Center through the development conducted in facilities and infrastructure that creates a feeling of comfort, convenience, assuredness and others. As stated by one of the patients showed that the Cukir Public Health Center is the most complete and has

a vast place. In addition, according to the another patient, a lot of people who are not residents of the working area Cukir Public Health Center who went to Public Health Center due to equipment and laboratory Cukir are complete. This shows the comfort and completeness of facilities and infrastructure that is essential in the service have been met Cukir Public Health Center with construction and improvements that continue to be made on an ongoing basis.

b. Improvement the Quality of Human Resources

One of Chamsyah quotation (2009:72-75) concerning strategy of social department RI in improving the quality of the actors (staff or employee) that provides services. One of the efforts is with strengthen the human and institutions that capacity of implies an increase the professionalism and performance of the actors of social welfare development program. The strategic importance of human resource and institutional capacity building, in order in the welfare development program can be carried out with professionalism in accordance with the principles of accountability, efficiency, effectiveness and sustainability of the program.

Within their Law. 36 of 2009 on health which explains that health workers in implementing their duties are obliged to develop and improve the knowledge and skills possessed. Cukir Public Health Center has been trying to improve the quality of service on human resources aspect by giving employees an opportunity who to continue formal education to a higher level and also by involving employees to the training / courses / conferences. Employees regular basis follow

training and seminars, if any. This is done to improve the quality of human resources by adding the knowledge and skills of human resources.

Davies (2006:325) explain that Management education for health services managers is important for improving systems performance and should offer a broad curriculum that includes the context for practice; research awareness and skills of critical appraisal; a grounding in a range of disciplines and a reflective approach towards general management skills. From these opinions, education in health care is especially important in order to improve the quality of services and quality of skills being owned satisfactory.

Human resource development is also expected to increase the satisfaction of the community, where qualified human resources will provide good service and a maximum of reducing public concern in the treatment. Qualified human resources with sufficient knowledge and skills also means that the service will be different from who not a lot knowledge and skill. In medicine this is very important because human resources will interact directly with the patients who will feel the services provided.

c. Improvement Public Health Services Program

In Law. 36 of 2009 on health explain that to realize the health status of the highest for the community, healthcare efforts was held that integrated and comprehensive in the form of individual health improvement and public health efforts. Efforts to improve the public health services program by puskesmas of Cukir include:

- 1) Efforts to improve the public health services
- 2) Prevention and eradication of disease
- 3) Efforts to environmental health
- 4) Efforts to improve the family health and nutrition
- 5) Efforts to improve the behavior and empowerment
- 6) Efforts to improve the management of health services
- 7) Efforts to improve the services for poor families

In an effort to improve the quality of service in terms of public health service program conducted by the puskesmas of Cukir, can be seen to have good and touches many aspects where in every aspect has sub-activities undertaken to fulfill existing efforts. Efforts to improve by Cukir health centers complies with the theory advanced by Anwar.

In good health services, should have a variety of essential requirements as described by Anwar (1996:38-39) requirements include:

- a. Available and Sustainable
- b. Acceptable and reasonable
- c. Easily reached
- d. Easy to reach.
- e. Quality.

Services that have been implemented by Cukir health centers has fulfilled the requirements according to Anwar (1996). In practice, puskesmas of Cukir trying to improve the service are easily accessible by people with counseling, facilitate

the public with sub-health centers, quality with quality improvement in areas the community needs and are considered important as nutrition, disease, and others.

2. The health services are perceived by the community from Puskesmas of Cukir with the benchmark index of satisfaction

Most people feel that health services in puskesmas Cukir is good. The result is a translation of an outline of health services. Indicators measuring health services according to Ministry Decision No.25/M.PAN/2/2004 about community satisfaction index are 14 indicators. Details of the results of each indicator are as follows:

a. Prosedure of Service

This indicator in terms of ease of stages of service provided to the community in terms of the simplicity of service flow. Service procedures will be perceived by the public as a patient at the puskesmas Cukir. The procedure is good for the health center, could mean less good for the community if the community does not feel that the existing service procedures are easy to read and follow.

Cukir service procedures in the puskesmas is simple and easy to understand the community, straightforward and easy to fulfill. This is in accordance with the opinion Boediono (2003:63-65), said public service is excellent if the implementation is not difficult, the procedure is not a lot of intricacies, the customer requirements that must be fulfilled easily not long-winded, do not look for opportunities in the narrowness, and so on.

The description above is strengthened with the result that 60% of people said that if the procedure Cukir services in Puskesmas is good. This is because of the simple flow service in the implementation of treatment. From Figure 4.2, 4.3, and 4.4 can be seen in the of puskesmas simplicity Cukir service flow. This simple flow that encourages the community have a perception that the procedure existing is good service, as evidenced by saying that there is no service procedure in the puskesmas Cukir is not good, but 1.43% said Less good

Based on the results of the procedure provided by the Puskesmas of services Cukir easy because procedures public service easy to understand, it is because every Puskesmas of walls in paste flow service procedures so that the public easy in Understand the flow existing services in the Puskesmas of Cukir. So the people who first came to the clinic will not be confused by services procedure in puskesmas Cukir..

b. Requirements of services

This indicator in terms of technical and administrative requirements necessary to get service according to the type of service. Requirements of service perceived by the community also as patients in the Puskesmas of Cukir. Requirements and Good uncomplicated will ease process of handling of the society, because many requirements that would delay the health service if some or even one of the requirements have not been fulfilled.

According to the results obtained (Figure 4.6), it is known that 78.57% of the Community felt that the requirements of existing services at the puskesmas of of

Cukir is good. this is due, in the process of Cukir service puskesmas of do not provide requirements are difficult to fulfill, people who want treatment only need to bring the card that has been treated for a medical treatment puskesmas of of Cukir, and register to be made for who have never treated at the puskesmas of of Cukir. Card manufacturing process was straightforward and takes less than 10 minutes.

c. Certainty of service officers

This indicator in terms of the existence and certainty officers provide services (name, position and authority and responsibility). Clarity of care officials is very important of health services. The existence officers and clarity of authority would facilitate the community in getting medical treatment because each officer has their job descriptions. It is also important to avoid confusion in the community undergoing the procedure.

Puskesmas of Cukir in this case has split the officers on each authority are clear, so the service does not cause confusion because each employee has to know the job description of each. In Table 4.4, the staffing puskesmas of of Cukir has clearly divided the responsibility of every employee of the medical, nurses, midwives, pharmacists, and others. This situation didukungng by theory Zeithaml and colleagues (1990) cited (Hardiyansyah, 2011:47), says there are 10 important dimensions of public service quality benchmarks, one of which is the responsiveness, the willingness to help and be responsible for the quality of services provided .

Division of authority become clear the responsibility of each employee that will help people to get good service in the treatment process. This is confirmed by the results which showed that 60% of the Community said that clarity service officer in Puskesmas of Cukir is good. Communities feel the ease of the service that has clear responsibility and authority for each employee so that the treatment can be quickly and easily handled.

d. Discipline service officers

This indicator in terms of seriousness officers in providing services primarily to the consistency of the working time according to applicable regulations. This is important in health care. If the officer not disciplined (came late and close service before working hours), it would be detrimental to the community.

Puskesmas of Cukir has implemented a discipline in practice of service officer with working hours that have been determined. Hours of work in puskesmas of Cukir different in every poly, but all existing employees always carry out their duties according to prescribed working hours. This habit is enforced, when there are employees who is found not disciplined in the service they will get sanctions verbal warning and a written warning. This would Become a moral burden for employees who receive a reprimand. This custom is in accordance with UU RI No. 25 (2009: 6-7) that describes one of the principles in service delivery is on time.

The description above strengthened with 45.71% of the Community felt that disciplinary of service officer at the puskesmas of Cukir is good. This indicates

that in carrying out their duties, employees in the puskesmas of of Cukir discipline in accordance with the rules and regulations making it easier for the community in accordance with the access treatment time (working hours) determined.

The results are quite interesting in the Puskesmas of Cukir is percentage from the questionnaire to the results 25.71% is good enough because it is considered public employee discipline is most often happens is that the delay attendant.

Discipline is important because it greatly affects the effectiveness of the service time. The dicipline oo officers often happens in dipuskesmas Cukir service officers is associated with a delay when it comes to work to overcome the sanction given by the head of the Puskesmas of Cukir. It was enough to influence the judgment given by the community.

e. Responsibility for service officers

This indicator in terms of the clarity of authority and responsibility of officials in the implementation and completion of the services. It is important in the the treatment of patients, handling which not optimal and full completion by the officer would be very detrimental to the community as a patient at the puskesmas. So responsibility of the officer in the service is very important to keep the community satisfaction.

This is supported by the opinion of Edvardsson (1998:148) Quality improvement is everybody's responsibility. Each co-worker has knowledge, resources and authority to provide the right quality. Each person checks the quality in his own job mainly because the company is organized to produce a

dialog with internal as well as external customers. In this forum the customer confirms his satisfaction or dissatisfaction.

The results showed 61.43% of the Community feel that the responsibility Cukir of service officer at the puskesmas is good. This indicates that officers at the puskesmas Cukir has been performing their duties in a responsible and no half measures in handling of patients. Perfect handling and full positive impact on the patient because the patient feel properly addressed by existing employees.

From the results said the words that the responsibility for service officers say 21.43% is good enough. This because service officers in puskesmas in the responsibility rated by the community is good enough if there is an officer in the service of the patient also write sometimes not responding to what the people wanted this often happens in the room inpatient. Because of the limitations service officers attendant make slightly less than the maximum in the affairs of the patient's responsibility. Factors attendance doctors also provide significant impact because doctors in puskesmas in Cukir can not always there in the Puskesmas of at any time, therefore patients who need care doctors became less so as the officer considers that a defense response against the patient is less.

f. The ability of service personnel

This indicator in terms of the level of expertise and skills of officers in providing and finishing services to the community. Expertise and skills of officers in providing and completing the service is very important to provide comfort to the community as a patient. Officers who do not have the expertise and skills of

good will there is concern to the community who seek treatment. Worries may be dissatisfaction and unbelief of treatment in the puskesmas.

The employee Puskesmas of Cukir is required to provide professional services. Due to the professional service give trust to the community to be able to be served so that the effect will be a positive impact on the performance of the employee puskesmas of Cukir. In this case the puskesmas of Cukir the motto is "Affordable Professional Services" that is is emphasized in puskesmas of Cukir professional service so that community satisfaction can be achieved. While connected with the theory is consistent with that described by Wijono (1997:254) which is one of the most important dimensions to assist in the mindset of measuring the extent to which the program has been achieved the standard or the standard of health services is related to the skills of technical competence, ability and appearance officers, and support staff.

From the results of the research showed that 62.86% of officers in the ability of providing services is good. These results explain the ability of officers in puskesmas of Cukir providing services seen by the community in accordance with people's hope. This course provides a value for the officers to constantly maintain and improve their ability to provide services to the community. Dari hasil yang mengatakan bahwa 20% kemampuan petugas pelayanan adalah cukup baik hal tersebut dikarenakan kurangnya tenaga profesional seperti dokter yang dibutuhkan oleh puskesmas Cukir sehingga masyarakat menilai bahwa kemampuan petugas pelayanan cukup baik.

g. Speed of Services

This indicator target of in terms service time can be completed in the the specified time by the unit of service providers. Time service in accordance with the specified time unit organizer important as certainty for the community service time. Certainty service time awake, causing a positive perception of the community. The public will more trust and a happy go to puskesmas that have the certainty service time.

Services at the Puskesmas of Cukir are always required to fast in order to purpose or the needs of the community as well as is to be served so quickly achieved, so in this case Cukir health centers in each type of service has a standardized time each. At the service counter there is standardization of service time is 10 minutes unntuk 1 person, service PONE is 20 minutes, 20 minutes Inpatient room. So with the standardization of service time will positively impact so that the service becomes effective and speed oriented. And this agrees with Wijono (1997:254) to measure the extent to which the program has achieved the standard or the standard of health care one of which is the effectiveness of sevice.

In addition to providing health services more faster, Cukir health center has run the health service base on electronic or commonly called the E-service. By having owned the official website www.puskesmasukir.blogspot.com is a form of effort Puskesmas of Cukir closer to the community. In the service of e-service owned puskesmas of Cukir which contains profiles of everyday Puskesmas of Cukir, health promotion, and consulting services on-line that can be used by people to express grievances so that will allow people to obtain services. This is in

accordance with the opinion Holle (2011:28) said that e-services has several benefits such as direct Improve efficiency and effectiveness of government, accelerate the process of service delivery to the public, the information will be more complete, fast and accurate at a cost more efficient in data management and information retrieval. It also strengthened the opinion of Snyder and colleagues (2005:96) Over time, as patients become more comfortable with technology and learn that they can e-mail the physician, how does the doctor cope with this sudden increase in workload? And what changes in the process are made to better "fit" with the new technology? If the doctors wait till the end of the day to review their e-mails then there is a large amount of time spent at once answering them.

From research result which shows that 44.23% of the public say that good. In this case also prove of service perceived by the community at the Puskesmas of Cukir fast and this is the form of the impact of the standards that apply to Puskesmas Cukir time throughout each kind of service, so that people feel the need to be on serve do not wait long and do not make the effects of saturated to the community.

Speed of service at the Puskesmas of Cukir be interesting in the analysis because of the the results the questionnaire said that 27.14% the speed of service is good enough. Speed of service actually be one of the priorities of the Puskesmas of Cukir each unit of service there is standardization time. But it turned out to not give a high appraisal from the community, health centers Cukir speed of service can said good enough due to the buildup patients who should not be borne out of the work area Puskesmas of Cukir. Because the service Puskesmas

of Cukir which is famous complete by the community and low cost makes people outside the working area Puskesmas Cukir Interested to get health services at Puskesmas Cukir. It certainly have an impact on the Puskesmas of services Cukir be a little longer due to the buildup of a lot of patients and service causing speed percieved by the community services get good enough value..

h. Justice get service

This indicator in terms implementation of services by not distinguishing class / status of the community served. This is important especially for the middle to down. Services that do not discriminate community status will be more effective and give satisfaction to the many people so will be established good cooperation between officers and the patient.

In accordance with the UU No. 36 of 2009 which stated that every person has the right to obtain health care that is safe, high quality, and affordable. Justice for services at the health center Cukir is emphasized, as in health centers Cukir if there are patients who come either from a class of their social status, ethnic races and religions who are willing then no special treatment. The services at centers Cukir the difference is if any use Jampersal, Jamkesmas, Jamkesda or SPM (poor statement) then they are not charged, and their identities secret by the clinic. This is done so that when the patient gets to the free program in one room is not if there is no sense inferior to the other patients. It also agrees with (Sinambela, 2006:6)

explains that in order to achieve satisfaction that excellent service quality demanded one of them is equal rights, that service does not discriminate seen

from any particular aspect of ethnicity, race, religion, class, social status , and others.

From the research that shows that 58.57% of people said that justice in getting the service was good. So it can be said that it is in the clinic Cukir no difference in the award of the service so that justice can be realized in getting services. It also illustrates that the clinic does the institution closer to the people and aspects of fairness in the service received is not violated by the clinic Cukir as healthcare providers.

i. Courtesy and friendliness of officers

This indicator in terms attitude and behavior of officers in providing services to the community as polite and friendly as well as mutual appreciate and respect. Good service, polite, friendly, and mutual respect will provide a positive impact in the treatment process. Treatment process which is based on the cooperation because there is a mutual respect between the officers and the patient will hopefully of service. It is expected from the service running smoothly will result in the maximum treatment.

Zeithaml and his colleagues (1990) cited by (Hardiyansyah, 2011:47) describes one measure of the quality of public services is a courtesy, attitude or behavior that is welcoming, friendly, responsive to consumer desires and want to make contact or personal relationships. In this case the puskesmas Cukir always emphasized to behave friendly and courteous towards patients and the employees are always in evaluating if there are complaints from patients or community who

received treatment indecent or by officers. This is also supported by the efforts puskesmas that opened a suggestion box or a complaint by sending sms.

From the research that 67.14% of the public said that courtesy officers in providing good service. So from these results shows that the application of the suggestion box and sms responses received complaints from the public and it is also as controlling for the officers to always maintain an attitude when serving the community in the puskesmas of Cukir.

j. Reasonableness of service fee

This indicator in terms community affordability of the amount of the cost imposed by the service unit. Affordability will have a positive impact on the service. The cost of treatment can be perceived by the community to be met or affordable, it will make people willingly seek treatment at the puskesmas.

Cost of service at puskesmas Cukir very affordable. Most of perception indicates that if a service has a low cost of regulation indicates the service to be provided is also bad. But not with the puskesmas Cukir, affordability does not adversely affect any terms. Set fee has been adjusted to the circumstances surrounding communities who are mostly farm laborers (Table 4.2).

In Perda Distric Jombang No.22 of 2010 about charges of health services that the principles and objectives in setting the retribution Prices is set to consider this cost of providing services is concerned, the ability of community, the aspect of justice, and the effectiveness of control over the service. Of the law is explained to the service charge rate the condition of the community and puskesmas Cukir as

service providers do not have the right to establish the cost of the service, the cost was organized by the district health office of Jombang.

Based on the survey results revealed 65.71% of community felt that the reasonableness of fees in puskesmas Cukir is good, then 17.14% feel very good.

This suggests that the reasonableness of fees in puskesmas Cukir than in accordance with existing regulations has been meeting the expectations of satisfaction and affordability of community that most community judge go up and very good.

k. Certainty service fee

This indicator in terms the correspondence between the cost paid and costs a predetermined. Cost paid is the cost to be paid by the community as a patient.

While cost is a predetermined cost to be paid by patients that have been made by the puskesmas.

They charge in practice, puskesmas Cukir deemed has met compliance with existing regulations. Prescribed rules adhered to by both existing employees.

Service activities were no problems regarding the cost so far. Certainty of costs in accordance with the regulations made community already can guess the amount of costs to be incurred during treatment.

This description is supported by the findings that 60% of community feel that the cost certainty Cukir puskesmas is good. This figure indicates that the services, public health Cukir really obeying the rules that have been created and

assigned. Consistency between the rules made by the fact becomes very important to see the socio-economic community in the areas they are middle class.

From the results said that 24.29% clarity service fee is good enough. That is because economic conditions are generally middle class down so that people just judging from the large number of which must be pay by the patient. because in this case the clarity of the service charge is a fee that is set by the Health Center Cukir must comply with the rules that have been defined. Actually Puskesmas has done but because lack of rule out the costs associated rules that have been defined make people choose good enough answer.

I. Certainty of service schedules

This indicator is in terms of execution service time, in accordance with the conditions set. Certainty of schedule this service, such as poly dental service schedules are Monday and Wednesday, health care letter creation is on Tuesday and Thursday, and so on. This schedule is to provide assurance to the public that on the appointed day is certainly no notice of the examination and treatment services that have been determined.

Cukir Health Center has divided each poly schedule each adapted to the presence of the doctor in charge. At a predetermined schedule then certainly there pleyanan in the poly. Except for emergency and inpatient care that is always open 24 hours. To see the condition of patients in the inpatient has a definite schedule every morning and evening every day. Certainty of schedule is done for all employees both nurses and doctors.

The results showed 64.29% of the public felt that the certainty services schedule at the puskesmas of Cukir is good. This figure indicates that there is certainty that the schedule had a positive impact that can be felt by the community. This is because the certainty of schedule can be used as an estimate of treatment for people and communities have been able to predict when they can see a doctor and nurses what they want.

m. Environmental comfort

This indicator in terms of facilities and infrastructure conditions were clean, neat, and organized so as to provide comfort to the recipient of service. Comfort has significance for sick people. When people feel comfortable seeking treatment, care and treatment of the process will go smoothly and well. Patients will be easier to work with and easy to receive feedback and suggestions from officers.

Cukir health center location with gardens and lots of trees make the atmosphere in the puskesmas of Cukir a shady, cool and comfortable. For patients this pain is very supportive of healing for the patient calm state of mind.

Additionally Cukir hygiene in health centers are also well preserved, with a cleaning service that cleans all corners clinic. This will greatly support the comfort of patients and their families.

The results showed 42.86% of the public feel that comfort in the puskesmas of Cukir is good, and 28.58% said very good. These figures show that in the puskesmas of Cukir comfort has felt good and very good by the public. Provide shade and hygiene puskesmas of Cukir be an added value in ministry.

Berdasarkan hasil yang mengatakan bahwa 27,14% kenyamanan lingkungan yang dirasakan oleh masyarakat adalah cukup baik, hal ini dikarenakan kondisi puskesmas Cukir yang tidak seluas dengan rumah sakit membuat masyarakat merasa bahwa puskesmas cukir sempit karena kamar inap yang menumpuk dan terbatasnya jumlah kamar inap membuat masyarakat menggarakan cukup baik.

Tetapi sebenarnya kenyamanan lingkungan puskesmas Cukir sudah di mendapat perhatian khusus oleh puskesmas Cukir dengan membuat taman dan memberikan pot bunga di setiap sudut ruangan hal tersebut bertujuan agar pasien merasa nyaman dan mendapat pemandangan yang bagus Based on the results said that 27.14% environmental comfort felt by the people is good enough. this is because the conditions are not as wide as a hospitals make community feel that the Puskesmas of Cukir Puskesmas narrow less inpatient rooms and a limited of inpatient rooms piled inpatient make people feel good enough. But the actual comfort of the Puskesmas of Cukir already given special attention by the Puskesmas of Cukir with a garden and give a flower pot every corner of the room it is intended to make the patient feel comfortable and get good view.

n. Security Services

This indicator in terms of guaranteeing the security level of the unit or facility service providers are used, so that people feel comfortable to get the service to risks resulting from the implementation of the service. Security environment and tools that are used to show the public that the health center in the ready to serve the community in the treatment process.

Service performed by the puskesmas of Cukir always put the safety and security of patients. Patients were not considered as producers gain, but guests who have served in the ministry to make puskesmas of Cukir always put service satisfaction. Satisfaction is one indicator is the security of the service. PERDA District of Jombang no. 22 (2010: 34), the principle of security and safety when patients means that health services provided must assure quality (quality assurance), and safety of patients (patient safety).

The description above is supported by the results that 62.85% of the public felt that the security services in the puskesmas of Cukir is good. This indicates that the public is satisfied with the security of existing services. Community destined to worry about the security services to be obtained that lead to confidence in the treatment. Confidence in the treatment of patients to employees will encourage cooperation between employees and patients will lead to better service and smooth.