

CHAPTER V

CLOSING

A. CONCLUSION

1. Efforts made to improve the quality health services Cukir Health Center can be said to have good covering the following points:

a. Improvement of facilities and infrastructure at the puskesmas of Cukir with sustainable development for patient comfort and community include developments inpatient rooms, laboratories, operating rooms, meeting rooms and other development, thus means complete puskesmas of Cukir providing service to the community satisfaction.

b. Improving the quality of human resources in the puskesmas of in accordance with the principles Cukir carried by the puskesmas of Cukir Affordable professional the service by constantly training and performance improvement, in puskesmas Cukir employees trained to serve the patient well.

c. Improvement public health service program implemented Cukir puskesmas of has touched many aspects of health and health problems that occur in the community. With the active puskesmas of Cukir that do approaches to the community starting with health education, health

promotion and wellness in the areas they control, then it is a form of real efforts to increasing health services of puskesmas.

2. Service perceived by the people at the puskesmas of Cukir with the benchmark Community Satisfaction Index can be inferred from the following points:

a. Procedure of service perceived by people in Pusksmas Cukir is said to be good with the questionnaire results that said 60% good and 17.14% said very good. This is because a simple procedure that is in puskesmas of Cukir with service flow image always stuck in the corners of the existing wall dipuskesmas Cukir, making it easier for people to read and understand the flow of the procedure that you want to obtain service by the community.

b. Terms of service perceived by the local people can be good by questionnaire results that say 78.57% and 8.57% is very good. This is because the requirements that must be prepared by the community if you want to get service not hard by just come and carry ID cards for patients and those receiving public health programs simply by showing the officer it will be immediately processed and serviced according to the type health services the community needed.

c. Clarity officer service perceived by the community can be said to be good. The results of questionnaires that say 60% good and excellent 18.57%. It is associated with the name, position and authority and responsibility is clear Cukir officer with the publication of the

organizational structure Cukir health center health centers in walls and use the health center every employee identification name tag allows people to see clearly that there are officers in the health center Cukir. The presence of officers and clarity of authority facilitate the public in getting medical treatment because each officer has their respective job descriptions.

d. Disciplinary officer service perceived by the public has to say good. The results of questionnaires said that 45.71% and 18.58% good very good.

This is because the puskesmas of Cukir always timely in serving the community and working hours that have been assigned the open until lid the registration counter. People have to know the schedule of service is determined by the puskesmas of Cukir. Disciplinary officials are also constantly monitored by the head of the health center so that there is the directional control in order to maintain discipline officer.

e. Officer responsibilities of service perceived by the people can be good. The results of the questionnaire said that 61.43% good and 12.86% excellent. This is because the officer responsibilities in providing services and addressing patient-oriented professional service so that the service provided is based on official high responsibility always to take careful measures within their procedures for handling.

f. The ability of service personnel are perceived by the public can be said to be good. The results of the questionnaire said that 62.86% 14.29% good and excellent. This is because the puskesmas of Cukir employee is

required to provide a professional service, with a professional service providing kepercayaannya the public to be served so that the effect will be a positive impact on the performance of the puskesmas of Cukir employee.

g. Speed of service perceived by the public can be said to have been good.

The results of the questionnaire that said the words that 44.23% good and 14.29% excellent. This is because services are always required to dipuskesmas Cukir quickly to needs or the needs of the community as it is to be served so quickly achieved, so in this case puskesmas of Cukir in each type of service has standardize the time of each.

h. Justice get the service perceived by the public can be said to have been good. From the questionnaire result saying that 58.57% and 15.71 is very good. This is because Justice to get service in the puskesmas of Cukir is emphasized, as in puskesmas of Cukir if there are patients who come either from a class of their social status, ethnic racial and religious berseda then no special treatment.

i. Courtesy and friendliness of the staff felt by the community can be said to have either. From the results of the questionnaire was saying that 67.14% and 15.71 both very good. This is because the puskesmas of Cukir always emphasized to behave friendly and courteous towards patients and the employees are always in evaluating if there are complaints or complaints from patients or people who received treatment indecent or by officers.

This is also supported by the efforts health centers that opened a suggestion box or sms penaduan case that.

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j. Reasonableness of the cost of service perceived by the public can be said to have been good. From the questionnaire result saying that 65.71% 17.14% good and excellent. This is because the principles and objectives in setting the levy rate is set to consider this cost of providing services is concerned, the ability of the 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 of Cukir as service providers do not have the right to establish the cost of the service, biaya was organized by the district of Jombang health office.

k. Certainty of cost of service perceived by the public can be said to have been good. From the questionnaire result saying that 60% good and excellent 12.86%. This is because They charge in practice, puskesmas of Cukir meets deemed 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 public already can guess the amount of costs to be incurred during treatment.

l. Certainty schedule of service perceived by the community can be said to have been good. From the questionnaire result saying that 64.29% 15.71% good and excellent. This is because puskesmas of Cukir every poly have split with their respective schedules are adjusted 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 schedule is done for all employees both nurses and doctors.

m. Environmental comfort felt by the community can be said to have been good. From the results of questionnaires was saying that 42.86% 28.58% good and excellent. This is because the location Cukir puskesmas of that has a garden 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 because the patient calm state of mind. Additionally Cukir hygiene in puskesmas of are also well preserved, with a cleaning service that cleans all corners clinic. This will greatly support the comfort of patients and their families.

n. Security service perceived by the people can be said is good. From the questionnaire result saying that 62.85% good and 17.14 very good. This is because the security environment and the 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.

B. ADVICE

1. For puskesmas of Cukir Jombang district

- a. Developments that have not realized as poly construction teens, seniors poly and poly lung disease still pursued as planned in order to puskesmas of Cukir be more complete to meet the needs of the community.
- b. Operating room owned by puskesmas of Cukir should keep running because the community needed. And in terms of the cost will be cheaper than surgery at the hospital that will help people in getting health care.
- c. Efforts to improve existing services in order to be much higher to get better results (excellent).
- d. Efforts to improve the quality of human resources in order to be improved especially in the improvement of employee training keahlian areas occupied by each employee are the responsibility of the appropriate job descriptions that bring professional and affordable service impact can be realized.
- e. Programs to improve the service to continue to be improved especially kesehatan associated with the approach to the community and be more proactive so that people who less information regarding services performed in the puskesmas of Cukir affordable and known by the public.
- f. Suggestion boxes that are on every POLY to continue to be improved and that more aggressive care workers to encourage people to want to fill out suggestion boxes for service evaluation and improvement of services to the satisfaction of the community can be realized.

g. In order for the public to know that the services at the puskesmas of Cukir ask to standardize the service time for each person who comes to treatment, the health centers should publish standardized Cukir time for each POLI so that people can know and judge the success of the chosen time.

h. On-line services owned puskesmas of Cukir to activate again and always in update so because the time demands of increasingly emphasizes that technological advances can be clear masyarakat news published puskesmas of Cukir through the Internet.

2. For further research

- a. It is advisable to include indicators other than those discussed here to improve the quality of health care.
- b. Expected to use different subjects, because the results for each different objects will be different as well.