Community Satisfaction Index on Hospital Services of Dr. Iskak General Hospital Tulungagung 2019

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ABSTRACT

Background: Quality control is an important part of the provision of health services. Dr. Iskak General Hospital Tulungagung intends to improve service quality in all service units. One of the efforts undertaken is to conduct a public satisfaction survey in accordance with the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia no. 14 of 2017 concerning guidelines for preparing community satisfaction surveys of public service units. The purpose of this study was to analyze the level of community satisfaction on Dr. Iskak General Hospital services. **Methods**: Dr. Iskak General Hospital Tulungagung can encourage service providers to be more innovative in providing quality public services. This study uses a qualitative approach with a Likert scale measurement which is commonly used in questionnaires (questionnaires). The sampling technique used was proportional stratified random sampling. The number of samples taken based on the Slovin formula, namely 1,520 respondents (ER 310 respondents, Outpatient 712 respondents, Inpatient 272 respondents and support services 226 respondents). The results of the community satisfaction index in 2019, namely 83.05, were categorized as A "VERY GOOD" with each value for ER 83.45, Hospitalization 84.65, Outpatient 84.87 and Supporting 84.82.
Results: The results of the community satisfaction index this year increased from 2018 which was only 83.05. Of the 21 service elements in all services, the lowest community satisfaction index score was in the aspect of handling complaints, suggestions and inputs.
Conclusion: This study recommends that the hospital improve its performance at the lowest indicator and also improve all aspects of service support because by providing quality services.

Keywords: Community satisfaction, public services, service quality

BACKGROUND

The provision of public services by government officials to the community is an implication of the function of the state apparatus as public servants. The position of the government apparatus in public services is very strategic because it will determine the extent to which the government is able to provide the best possible service to the community and the extent to which the state has carried out its role properly in accordance with the objectives of its establishment.

The dynamic development of community life in line with the improving level of community life is an indication of the empowerment experienced by the community. This means that people are increasingly aware of what their rights and obligations are as citizens in living as a society, nation and state. The public is increasingly courageous to submit their demands, desires and aspirations to the government. The public is increasingly critical and has the courage to exercise control over what is done by the government(CME-RJ, 2013).

Hospital is a form of health service organization that is comprehensive in nature, covering promotional, preventive, curative and rehabilitative aspects as well as a public health referral center. All efforts and innovations have been attempted by the Regional General Hospital Dr. Iskak

Tulungagung Regency (RSUD Dr. Iskak Tulungagung) to find a more effective model in realizing good public services and governance(Perdana Indah Abadi, 2019).

In public organizations including government organizations, improving the quality of public services is an important point of the whole process of government administration reform in Indonesia. This is because the quality of services provided by the public sector still needs supervision. This can be seen from the many complaints (complaints) or statements of public dissatisfaction with the quality of public services. Therefore, the performance of public services becomes a strategic point where public trust in the government is at stake.

Table 1. Number of Patient Visits at Dr. Iskak Tulungagung General Hospital 2015 - 2019

Year	Number of Patients by Type of Service					
	ER	Outpatient	Inpatient	Support (Laboratory)	Support (Radiology)	Support (Pharmacy)
2015	36,146	160,681	24,924	731,784	26,509	1,678,405
2016	41,600	178,596	27,974	807,218	31,809	2,112,951
2017	44,294	191,753	31,770	891,098	35,157	2,258,998
2018	44,440	190,363	32,558	1,004,401	38,243	2,780,840
2019	45,564	175,236	34,561	1,043,541	41,968	2,294,451

The concept of Good Governance implies that anyone who plays a role in governance, is required to be more oriented towards better public services. Without the application of the principles of Good Governance, its sustainability will certainly be threatened. The hospital is declared successful, not only in the completeness of the superior facilities, but also in the attitude and service of human resources which are elements that have a significant effect on the services produced and perceived by patients. Hospitals as agents of change are expected to provide excellent service to patients. The excellent service strategy is that every hospital must take a complete quality approach that is oriented towards patient satisfaction, so that the hospital continues to exist, amid the growing growth of the health care industry. Hospitals, as advanced health facilities, need to control the quality of services provided in order to increase the satisfaction of users of health facilities(Prastiwi EN and Ayubi D, 2008).

Table 1 shows that during a period of 5 years the patient's visit to General Hospital Dr. Iskak has increased, except for outpatient services and also supporting services (pharmacy). The increase experienced in emergency services was the most significant in 2019, for outpatient services experienced an increase in 2017 – 2018 while in 2019 it experienced a significant decline. Hospitalization has increased every year as well as laboratories and radiology. The decrease in the number of patients probably occurred because of the patient's dissatisfaction with the services at Dr. Iskak Tulungagung.

This shows that General Hospital Dr. Iskak Tulungagung needs to pay attention to patient and community perceptions regarding the quality of hospital services. With the issuance of Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for Preparation of Community Satisfaction Surveys for Public Service Providers, Ministerial Regulation Number 16 of 2014 concerning Guidelines for Community Satisfaction Surveys on Public Service Delivery needs to be adjusted to the applicable laws and regulations. The purpose of this study was to analyze the level of community satisfaction with Dr.(Perdana Indah Abadi, 2019).

Service Quality

According to [Supriyanto S and Wulandari RD, 2011]quality is a service that can meet customer expectations and understand customer needs in the future. According to(Moradeghrad AM, 2013) The quality of health services is good if the patient is served with appropriate services, both in

terms of competent service methods, good communication, joint decision making and cultural sensitivity.

Appropriate service means services that are in accordance with the patient's needs, not excessive in providing services, not providing services that are lacking or even not providing the services that the patient needs. There are many definitions regarding the broad quality and quality of health services, this is because quality has an abstract concept(Antony J and Taner T, 2006). The abstract concept of quality causes the definition of quality to depend on the perspective of each individual(Mosadeghrad AM, 2013).

Patient Satisfaction

Satisfaction according to (Sandra Oliver, 2007) is the customer's response to meeting their needs. Meanwhile, according to (P. Kotler, 2003) suggests that the level of satisfaction is: "satisfaction is a person's feelings of pleasure or dissapointment resulting from comparing a product's perceived performance (or outcome) in relation to his or her expectations." This means that satisfaction is the feeling of pleasure or disappointment of someone who arises after comparing their perceptions / impressions of the performance (or results) of a product and their expectations.

(Krowinski and Steiber, 1996)defines patient satisfaction from two different sides (contrast model). The patient enters the hospital with a series of hopes and wishes. If the reality of the experience while getting service at the hospital is better than what they expected, they will be satisfied and vice versa.

Determinant Variables of Patient Satisfaction

According to (Alfi and Stefanus, 2013), there are ten elements as factors that need to be observed in assessing patient satisfaction, namely:

1. Affordability.
2. Availability of resources.
3. Continuity of care.
4. Effectiveness (on results) (efficacy or outcomes of care).
5. Finance (finance).
6. Humanitas (humaness).
7. Information availability (information gathering).
8. Providing information (information delivering).
9. Comfort of the environment (pleasantness of surrounding), as well.
10. Quality and competence of officers (quality or competence).

(Zeitaml, Valerie, 2005) in (Pasuraman, 2001) developing the SERVQUAL (service quality) model which is widely used as the basis for research concepts on patient satisfaction. This model states that fundamental questions that are sensitive enough to measure the experience of consumers in getting service are covered by five dimensions of service quality, namely:

1. **Reliability (reliability):** the ability to display the promised services promptly and accurately.
2. **Responsiveness (responsiveness or concern):** the ability to help consumers and increase the speed of service.
3. **Assurance (assurance of certainty):** possessed competence so as to provide a sense of security, free from danger, risk or doubt and certainty which includes knowledge, behavior and trustworthiness.
4. **Empathy (attention):** the nature and ability to give full attention to patients, ease of contact and good communication.
5. **Tangibles (real form):** the physical appearance of the facilities, equipment, information or communication means and officers or employees.

Based on the Regulation of the Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia No. 14 of 2017 concerning Guidelines for the preparation of community satisfaction surveys, public service delivery units explain the nine elements of a community satisfaction survey, namely:

1. **Requirements** are requirements that must be met in administering a type of service, both technical and administrative requirements.
2. **Systems, Mechanisms and Procedures** is a standardized service procedure for service providers and recipients, including complaints.
3. **Completion Time** is the time period required to complete the entire service process of each type of service.
4. **Fees / rates** shall be fees charged to service recipients in managing and / or obtaining services from the operator, the amount of which is determined based on an agreement between the organizer and the community.
5. **Product Specifications Type of Service** is the result of services provided and received in accordance with the stipulated provisions. This service product is the result of each type of service specification.
6. **Implementing Competencies** is an ability that must be possessed by the executor including knowledge, expertise, skills and experience.
7. **Implementing Behavior** is the attitude of the officers in providing services
8. **Handling of Complaints, Suggestions and Inputs** is the procedure for handling complaints and follow up actions.
9. **Facilities and infrastructure**. Means are anything that can be used as a means to achieve goals and objectives. Infrastructure is anything that is the main support for the implementation of a process (business, development, project).

To see that the service is of quality and fulfills the desires of customers or the community, there are several ways to evaluate it, namely the complaint and suggestion system, customer satisfaction surveys, and observations on customer satisfaction. Thus, the focus on the needs / desires of the community is interpreted as the government's orientation towards the needs and desires of the community for the services the community wants(Hazfiarini & Ernawaty, 2016).

The quality of hospital services is the degree of hospital perfection to meet consumer demand for health services in accordance with professional standards and service standards by using the potential resources available at the hospital in a reasonable, efficient and effective manner and provided safely and satisfactorily in accordance with norms, ethics, law and socio-culture by taking into account the limitations and capabilities of the government and consumers (Tores, 2015).

Quality of service is a function of patient expectations at the time before making a decision on the choice made. In the process of providing the quality received and the quality of the output received. Quality of service must start with the needs of the patient and end with patient satisfaction. Two main factors that influence patient satisfaction with service quality are expected service and perceived service. If the perceived service matches the expected service, the service quality will be perceived as good or positive. If perceived service exceeds expected service, service quality is perceived as ideal quality or excellence. If the perceived service is worse than expected service, then the service quality is perceived as negative or bad.

METHOD

This study uses a qualitative method approach with Likert scale measurement. The Likert scale is a psychometric scale commonly used in questionnaires (questionnaire), and is the scale most widely used in survey research. This method was developed by Rensis Likert. The Likert scale is a scale that can be used to measure the attitudes, opinions and perceptions of a person or group of people towards a type of public service. On the Likert scale, respondents were asked to determine their level of agreement with a statement by selecting one of the available options(Perdana Indah Abadi, 2019).

Location and Time

This research was conducted in General Hospital Dr. Iskak Tulungagung is in the outpatient unit, inpatient, emergency room, and supporting services. The research time was carried out for 15 working days, namely in July 2019.

Types of Data and Data Sources

The data used in this study are primary and secondary data. Primary data was obtained through a survey with a questionnaire that was filled in by the respondents themselves. Meanwhile, secondary data were obtained from General Hospital Dr. Iskak Tulungagung is about patient visit data per service unit.

Population

The population in this study were all old patients or the community receiving services at Dr. Iskak Tulungagung in 2019.

Sample

The inclusion criteria in this study are as follows:
1. Old patients or community receiving services at General Hospital Dr. Iskak Tulungagung
2. Willing to be interviewed.

The sample size is calculated based on the Slovin formula with a smaller margin of error to obtain more precise survey results. So that the number of respondents obtained is 1488. This study took 1520 respondents.

The sample for this study was taken using probability sampling method (random method) with proportionate stratified random sampling technique because the population has members / elements that are not homogeneous and proportionally stratified.

Research variable

The nine elements of the community satisfaction survey in this study are:
1. **Requirements** are requirements that must be met in administering a type of service, both technical and administrative requirements.
2. **Systems, Mechanisms and Procedures** is a standardized service procedure for service providers and recipients, including complaints.
3. **Completion Time** is the time period required to complete the entire service process of each type of service.
4. **Fees / rates** is the fee charged to the service recipient in managing and / or obtaining services from the operator, the amount of which is determined.
5. **Product Specifications Type of Service** is the result of services provided and received in accordance with the stipulated provisions.
6. **Implementing Competencies** is an ability that must be possessed by the executor including knowledge, expertise, skills and experience.
7. **Implementing Behavior** is the attitude of the officers in providing services
8. **Handling of Complaints, Suggestions and Inputs** is the procedure for handling complaints and follow-up actions.
9. **Facilities and infrastructure**. Means are anything that can be used as a means to achieve goals and objectives. Infrastructure is anything that is the main support for the implementation of a process.

(Wulandari et al., 2019)

Data Processing Techniques

Each survey indicator question is packaged in a questionnaire then the data obtained is given a score. Value is calculated using the weighted average value (NRR) of each service element. Every element of service has the same weight. The weighting value is determined by the formula, as follows: Second, calculating the weighting value or weight to be used for all indicators, which consists of 21 elements with the following formula:

$$Nilai\ Tertimbang = \frac{Jumlah\ Bobot}{Jumlah\ Unsur} = \frac{1}{22} = 0.048$$

The Community Satisfaction Index value is calculated using weighted NRR, then the third stage is to calculate weighted NRR with the following formula:

NRR Tertimbang = NRR x Nilai Tertimbang

Fourth, the service unit Community Satisfaction Index is obtained from the sum of the Weighted NRR for each indicator converted to a base value of 25.

IKM Unit Pelayanan = $\sum$ NRR Tertimbang x 25

The fifth step after knowing the value of NRR and IKM is to interpret the results. The following is a table that describes the interpretation of the value of NRR and IKM based on Kepmenpan Number 16 of 2014 concerning General Guidelines for the preparation of SMI Government Agencies Service Units

Table 2. Interpretation of NRR and IKM

Perceived Value	Interval Value	Interval Conversion Value	Service Quality (x)	Service Unit Performance (y)
1	1.00-2.5996	25.00-64.99	D	Not good
2	2.60-3.064	65.00-76.60	C	Not good
3	3.0644-3.532	76.61-88.30	B	Well
4	3.5324-4.00	88.31-100.00	A	Very good

RESULTS AND DISCUSSION

Based on the results of a survey conducted at General Hospital Dr. Iskak Tulungagung with the number of respondents 1,520 people, after going through the calculation according to the formula stipulated by the Regulation of the Minister for Administrative Reform and Bureaucratic Reform Number 14 of 2017. The Community Satisfaction Index value of General Hospital Dr. Iskak is the value obtained from all services, namely, emergency room, outpatient, outpatient care, inpatient and support. The average value of service elements and Community Satisfaction Index in General Hospital Dr. Iskak 2019 can be seen in Table 3.

Table 3 shows the results that the patient's satisfaction index for Dr. Iskak Tulungagung amounted to 84.45. When referring to the service performance category of KepMenpan No. 16/2014, this means the service quality of General Hospital Dr. Iskak Tulungagung is included in category B which means Very Good service performance.

Table 3. Service Quality General Hospital Dr. Iskak Tulungagung in 2019

No. Elements of Service	Elements of Service	Average Value of Service Elements (NRR)	IKM
U1	Ease of managing and fulfilling service requirements	3.39	84.82
U2	Clarity of service requirements	3.38	84.57
U3	Clarity of service administration	3.34	83.56
U4	Clarity of service procedure flow	3.49	87.37
U5	Simplicity of service procedures	3.30	82.51
U6	Suitability of service time with service schedule	3.30	82.60
U7	Clarity of service completion time	3.34	83.59
U8	Clarity of service charge details	3.35	83.74
U9	Affordability of servant fees to community capabilities	3.39	84.80
U10	The suitability of the results of the services provided	3.36	83.94
U11	Services provided are in accordance with patient expectations	3.41	85.22
U12	The skills of service officers are in accordance with the service provided	3.31	82.72
U13	Officer expertise in accordance with the services provided	3.39	84.80
U14	Officers behave politely and friendly in providing services	3.51	87.66
U15	Officers are responsible and fair in providing services	3.37	84.27
U16	The hospital provides a suggestion box (sms, social media, and website) to provide input on services	3.31	82.81
U17	The hospital responded to complaints quickly	3.38	84.56
U18	There is a follow-up to complaints carried out by the service unit	3.11	77.77
U19	Completeness of medical equipment	3.50	87.47
U20	Comfort and cleanliness of the environment	3.46	86.40
U21	Environmental safety and medical devices	3.53	88.35
	Average	3.38	84.45

21 (twenty one) elements of service, all services showed the highest NRR and Community Satisfaction Index values in the question element "Environmental safety and medical devices", namely 3.54 and 88.35. Meanwhile, the lowest NRR and Community Satisfaction Index values, namely 3.11 and 77.77, were in the question "There is a follow-up on complaints carried out by the service unit" and also related to hospitals responding to complaints quickly.
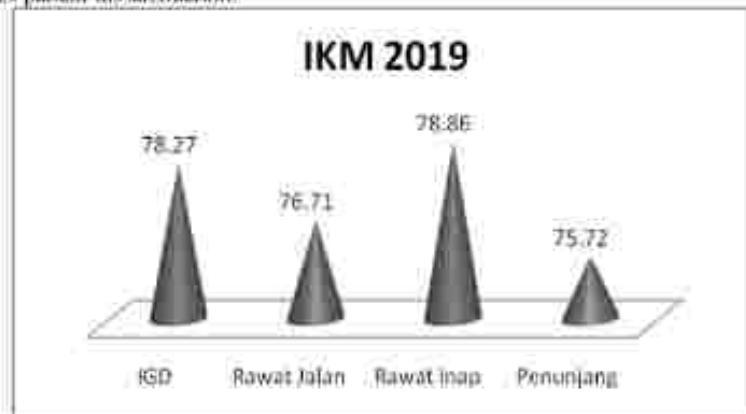
The Community Satisfaction Index value can be seen in table 4 which is obtained for all services at General Hospital Dr. Iskak Tulungagung in 2019 is at service quality A, meaning that the four types of services have VERY GOOD service unit performance. The highest score is in the aspect of "Facilities and Infrastructure", in this aspect there are 3 indicators, namely 1) completeness of health equipment, 2) comfort and cleanliness of the environment and 3) safety of the environment and medical devices.

Courtesy and friendliness of officers is a form of their respect for patients or society. This kind of thing is very felt by the community, if they are served well, politely and responsibly and respect the community, the level of community satisfaction will increase (Sriatmi et al., 2014). So that with this high indicator has the advantage of General Hospital Dr. Iskak Tulungagung to become a public trust.

Meanwhile, the lowest Community Satisfaction Index score was in the aspect of "Handling Complaints, Suggestions and Inputs" which had 3 indicators, namely the provision of an online suggestion box to provide input on question number 16, the process of responding to complaints quickly at number 17 and follow-up on complaints carried out by the unit service at number 18.

Complaints are often seen as bad for the life of public service providers, many parties try to cover up or ignore them. In fact, complaints are a useful warning to improve the quality of public service providers, especially in terms of performance. The ability to manage and respond to complaints can be the key to organizational success in achieving goals, namely increasing customer satisfaction and loyalty, and even increasing profits(Hendrikus Gedeona T, 2015).

In general, the purpose of managing complaints according to (BAPPENAS, 2010)is to provide systems, procedures and mechanisms that allow all complaints or protests from all parties to be managed properly so as not to cause turmoil and disrupt the smooth running of the activities of a government institution. This is General Hospital Dr. Iskak Tulungagung must immediately fix the complaint handling system and suggestions in order to improve the system which is not suitable so that it causes patient dissatisfaction.

IKM 2019

78.27   76.71   78.86   75.72

IGD   Rawat Jalan   Rawat Inap   Penunjang

Picture 1. Graph of Community Satisfaction Index Value of Dr. Iskak Tulungagung in 2019

Table 4. Community Satisfaction Index Value Based on Service Elements

No. Elements of Service	No. Elements of Service	NRR	IKM	SCORE
REQUIREMENTS				
U1	Ease of managing requirements and meeting service requirements	3.39	84.82	VERY GOOD
U2	Clarity of service requirements	3.38	84.57	
U3	Clarity of service administration	3.34	83.56	
	Average	3.37	84.31	
SYSTEM MECHANISM, & PROCEDURE				
U4	Clarity of service procedure flow	3.49	87.37	VERY GOOD
U5	Simplicity of service procedures	3.30	82.51	
	Average	3.40	84.94	
COMPLETION TIME				
U6	Suitability of service time with service schedule	3.30	82.45	VERY GOOD
U7	Clarity of service completion time	3.34	83.59	
	Average	3.32	83.02	
FEES / RATES				
U8	Clarity of service charge details	3.35	83.74	VERY GOOD
U9	Affordability of servant fees to community capabilities	3.39	84.80	
	Average	3.37	84.27	
PRODUCT SPECIFICATION TYPE OF SERVICE				
U10	Service cost affordability	3.36	83.94	VERY GOOD
U11	Services provided are in accordance with patient expectations	3.41	85.22	
	Average	3.38	84.58	
PERSONNEL COMPETENCIES				
U12	The skills of service officers are in accordance with the service provided	3.31	82.72	VERY GOOD
U13	Officer expertise in accordance with the services provided	3.39	84.80	
	Average	3.35	83.76	
IMPLEMENTING CONDUCT				

No. Elements of Service	No. Elements of Service	NRR	IKM	SCORE
U14	Officers behave politely and friendly in providing services	3.51	87.66	VERY GOOD
U15	Officers are responsible and fair in providing services	3.37	84.27	
	Average	3.44	85.96	
HANDLING OF COMPLAINTS, SUGGESTIONS AND INSTRUCTIONS				
U16	The hospital provides a suggestion box (sms, social media, and website) to provide input	3.31	82.81	WELL
U17	The hospital responded quickly to complaints	3.38	84.56	
U18	There is a follow-up to complaints carried out by the service unit	3.11	77.77	
	Average	3.27	80.71	
FACILITIES AND INFRASTRUCTURE				
U19	Completeness of medical equipment	3.50	87.47	VERY GOOD
U20	comfort and cleanliness of the environment	3.46	86.40	
U21	Environmental safety and medical devices	3.53	88.35	
	Average	3.5	87.41	

The highest Community Satisfation Index was in outpatient care with an Community Satisfation Index value of 84.87, while the lowest Community Satisfation Index was in the ER with an Community Satisfation Index value of 83.45.

Emergency departments

The NRR and Community Satisfation Index values in emergency services based on room consisted of 310 room respondents. And the results showed that the 17th element about the hospital responding to complaints quickly was the element with the lowest Community Satisfation Index value (81.29). Meanwhile, the highest Community Satisfation Index value is in the 20th element regarding the expertise of comfort and environmental cleanliness. The value of Community Satisfation Index and NRR of ER in 2019 was 83.45, this means that it increased by 1.39 points from 2018.

The highest score is in the aspect of "Facilities and Infrastructure" which includes 3 indicators, namely the completeness of medical devices at number 19, comfort and environmental cleanliness at number 20 and environmental safety and medical devices at number 21.

(Edi Suharto, 2008)defines facilities as variables that influence consumer decisions in purchasing services. The facilities provided by the hospital, both medical and non-medical service facilities, also influence marketing. The more complete the facilities owned, the more patient it will be.

The facility factor is a very supportive factor in the effort to market service products to service users. Good and complete or complete facilities are a special attraction for consumers in determining their choice of purchasing a service. And conversely, inadequate facilities that are not adjusted to the price, lead to company failure because consumers can discourage buying products offered by the company. In many cases, the provision of these facilities and facilities is necessary to

spur the hospital business so that it becomes a business capable of serving the wider community.(Fandy Tjiptono, 2008). This is consistent with a survey conducted by Jn and(Mahben Jalil, 2009), (Nugroho Arif B, 2012), (Putra and Rizky Agung P, 2010) that facilities have a positive and significant effect in increasing customer satisfaction.

Outpatient Services

Outpatient services consist of 14 polyclinics with a total of 712 respondents who were randomly selected. Based on the results of NRR and Community Satisfation Index in services, outpatient services showed the lowest NRR and Community Satisfation Index values, namely at element 19 concerning the completeness of medical devices. Highest NRR and Community Satisfation Index at element 16 Provision of a suggestion box to provide input. The lowest value of Community Satisfation Index and NRR is in the aspect of facilities and infrastructure, which includes 3 indicators, namely the completeness of medical devices at number 19, comfort and environmental cleanliness at number 20 and environmental safety and medical devices at number 21.

How to improve service quality according to (Subagyo, 2010) there are five key elements, namely physical evidence (Tangible), which includes employee equipment and means of communication, reliability, namely the ability to provide promised services immediately, accurately and reliably, responsiveness (Responsiveness) related to the ability of officers to provide services on time, assurance, (Assurance) includes knowledge, ability, politeness and trustworthiness possessed by officers and empathy which includes the ease of making good communication relationships and understanding patient needs.

Based on the survey results, the community satisfaction index in outpatient services (14 polyclinics) shows a uniform value. The lowest value was in cardiac poly (NRR = 3.36; Community Satisfation Index = 84.08). Meanwhile, the highest score was in the poly children (NRR = 3.42; Community Satisfation Index = 85.54). Overall, the average value of NRR and Community Satisfation Index for outpatient services at Dr Iskak Hospital in 2019 showed a value of 3.39 and 84.87 with the A predicate 'VERY GOOD'.

Table 5. Value of Outpatient Service Community Satisfation Index by Polyclinic

Road Care Services	Value Of Service Elements (NRR)	Community Satisfation Index
P. Child	3.42	85.54
P. Surgery	3.35	83.74
P. Internal Medicine	3.38	84.49
P. Teeth & Mouth	3.40	84.88
P. Heart	3.36	84.08
P. Ingredients	3.42	85.41
P. Skin & Gender	3.41	85.30
P. Eyes	3.40	85.06
P. Lungs	3.39	84.80
Medical Rehab Installation	3.38	84.54
P. Nerves	3.39	84.81
P. ENT	3.41	85.14
P. Psychiatry	3.41	85.17
P. Executive	3.41	85.19
Average NRR PER ELEMENT	3.39	84.87

Inpatient Services

The Community Satisfaction Index Survey on Inpatient Services consisted of 19 inpatient rooms with 272 respondents who were randomly selected. Based on the results of NRR and

Community Satisfaction Index on services in inpatient services, the lowest NRR and Community Satisfaction Index values were at element 18 regarding Complaints follow-up. The highest value of NRR and Community Satisfaction Index is at element 21 regarding safety of the environment and medical devices.

Based on the survey results, the community satisfaction index in inpatient services (19 rooms) shows various values. The lowest score is in the Boegenvil Room (NRR = 3.32; Community Satisfaction Index = 82.91). While the highest score was at ICU 1 (NRR = 3.42; Community Satisfaction Index = 85.60). Overall, the average NRR and Community Satisfaction Index values for inpatient services at General Hospital Dr Iskak in 2019 showed a value of 3.39 and 84.65 with the A predicate "VERY GOOD".

The calculation results can be seen in the following table.

Table 6. Value of NRR and Community Satisfaction Index Inpatient Per Room

Inpatient Services	NRR	Community Satisfaction Index
Orchid ward	3.36	83.98
Bougenvil ward	3.32	82.91
Cempaka ward	3.42	85.38
Dahlia ward	3.40	84.92
Flamboyant ward	3.39	84.72
Mawar ward	3.39	84.83
Melati ward	3.40	85.00
Wijaya Kusuma ward	3.38	84.52
ICU 1	3.42	85.60
ICU 2	3.39	84.76
ICU 3	3.38	84.52
ICCU	3.41	85.24
HCU	3.40	85.00
The Graha Pavilion	3.38	84.45
Tuberose	3.37	84.27
R. Virnal	3.39	84.69
Pulmonary	3.38	84.52
Operating room	3.42	85.42
Birthing room	3.34	83.57
Total	**3.39**	**84.65**

Supporting Services

The Community Satisfaction Index Survey on Supporting Services consisted of 9 rooms with 226 respondents who were randomly selected. Following are the results of the patient satisfaction survey of supporting services. Based on the results of NRR and Community Satisfaction Index on services in supporting services, the lowest NRR and Community Satisfaction Index values are at element 18 regarding There are follow-up complaints carried out by the service unit, and the highest NRR and Community Satisfaction Index values were at element 19 concerning the completeness of medical services.

Based on the results of the survey the community satisfaction index in supporting services (9 rooms) shows various values. The lowest value is in the Radiology Installation (NRR = 2.98; Community Satisfaction Index = 74.51). While the highest score was at the Check Up Paraclinic (NRR = 3.08; Community Satisfaction Index = 77.06). Overall, the average value of NRR and

Community Satisfaction Index for supporting services at General Hospital Dr Iskak in 2018 showed a value of 3.39 and 84.82 with the predicate VERY GOOD.

Table 7. Value of NRR and Community Satisfaction Index of Supporting Services per Room

Supporting Services	NRR	Community Satisfaction Index
Pharmacy Installation	3.38	84.38
Clinical Pathology Installation (Laboratory)	3.38	84.62
Radiology Installation	3.41	85.23
Hemodialysis	3.41	85.22
Paraclinic - Check up	3.40	85.08
Paraclinic k - Treadmill	3.40	84.90
Paraclinic - BDRS	3.39	84.64
Paraclinic - Senini	3.38	84.52
Nutrition	3.39	84.80
Total	3.39	84.82

Service quality must start with customer needs and end with customer perception (Wisnalmawati, 2005). This means that good quality is not based on the perception of service provision, but based on customer perceptions. Kotler, (2007) defines that 'Satisfaction is a person's feelings of pleasure or disappointment resulting from comparing a product's perceived performance in relation to his or her expectation'. (Customer satisfaction is the feeling of someone who is satisfied or vice versa after comparing the reality and expectations received from a product or service). In this case, customer satisfaction reflects a person's assessment of the performance (results) of the product he considers in relation to expectations. If the product's performance doesn't live up to expectations, the customer is happy. Antara et al. (2007) states that customer satisfaction indicators consist of:

1. Match expectations
2. Interests of Reusing
3. Willingness to recommend

From the results above, it can be concluded that all services in General Hospital Dr. Iskak has the value of SANGA GOOD Community Satisfaction Index so that in order to continue to be the trust of the community all aspects of service support can be optimized. By providing quality service, it will create satisfaction in customers. According to(Musdalifah et al., 2016)service quality is the level of excellence expected and control over the level of excellence to meet customer desires. If the service received is as expected, then the service quality is perceived as good and satisfying. If the service received exceeds customer expectations, then the service quality is perceived as ideal. Conversely, if the service received is lower than expected, then the service quality is considered bad(Fandy Tjiptono, 2008).

CONCLUSION

The 2019 Community Satisfaction Index survey is different from the previous year. This difference is due to the new regulation from PERMENPANRB No. 14 of 2017 concerning Guidelines for Preparation of Community Satisfaction Surveys. In this rule, the interval value limits change.

The results of the 2019 Community Satisfaction Index were 84.45 in category A 'VERY GOOD'. Meanwhile, the results of the 2018 Community Satisfaction Index were 83.05 in category A 'VERY GOOD'. This means that there is an increase in the Community Satisfaction Index score of 1.4 points from 2018 to 2019, even though the decline in the category remains A 'VERY GOOD'.

From the results of the 2019 Community Satisfaction Index assessment, the following conclusions were drawn:

1. The average value of each service element (NRR) in all types of services was 3.38 with the predicate A 'EXCELLENT'.
2. The level of service quality that has been provided by dr.Iskak Tulungagung Hospital to patients / service users as measured by the Community Satisfaction Index is 84.45 including service quality A, the service unit's performance is EXCELLENT. This means that the level of service quality that has been provided so far has provided satisfaction to patients / service users.
3. The value of the Emergency Room Community Satisfaction Index is 83.45 including the quality of service A in the VERY GOOD category.
4. The value of the Outpatient Service Community Satisfaction Index is 84.87 including the quality of service A, the performance of the service unit in the VERY GOOD category.
5. The value of Inpatient Service Community Satisfaction Index is 84.65 including service quality A, service unit performance is VERY GOOD Category.
6. The value of the Supporting Service Community Satisfaction Index is 84.82 including the quality of service A, the performance of the service unit in the VERY GOOD category.
7. Services in General Hospital Dr. Iskak Tulungagung needs to be improved and maximized in terms of Completion Time, and Handling of complaints and suggestions.
8. Creating a work culture that prioritizes service to patients as hospital customers.

SUGGESTION

Based on the analysis of the results of the patient satisfaction survey at General Hospital Dr Iskak Hospital, this study recommends:

1. Tidy up the registration administration system so that patients don't wait too long
2. Conduct periodic monitoring of all facilities and infrastructure in the General Hospital Dr.Iskak
3. The construction of a large and covered parking area so as to provide comfort and safety for the vehicle for visiting the hospital
4. Addition of a patient waiting room to a polyclinic.
5. Provide training to General Hospital staff, especially employees who interact directly with patients and / or their families regarding how to serve patients well
6. A new strategy is needed so that patients do not wait too long in queuing for medication.
7. Bathroom cleanliness must be paid more attention. And the provision of bathrooms is added to each service.

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CONFLICTS OF INTEREST

There is no conflict of interest in this study.

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