

Article

# Healthcare Quality Under Resource Constraints in Indonesia

Lamia Miranti<sup>1</sup>, Isnaini Rodiyah<sup>2</sup>

1. Public Administration Study Program, Faculty of Business, Law and Social Sciences, Universitas Muhammadiyah Sidoarjo, Indonesia  
\* Correspondence: [lamiafisip@gmail.com](mailto:lamiafisip@gmail.com)
2. Public Administration Study Program, Faculty of Business, Law and Social Sciences, Universitas Muhammadiyah Sidoarjo, Indonesia  
\* Correspondence: [Isnaini@umsida.ac.id](mailto:Isnaini@umsida.ac.id)

**Abstract:** This study assesses the quality of National Health Insurance Services at the Gempol Health Center in Pasuruan Regency, highlighting the need to evaluate service effectiveness under resource constraints. The research adopts a descriptive qualitative approach, employing observation, interviews, and documentation for data collection with purposive sampling for informant selection. Analysis involved data collection, reduction, presentation, and conclusion formulation. Findings reveal that while reliability issues are minimal, staffing inadequacies, insufficient physical infrastructure, and patient overcrowding challenge service responsiveness and quality. Despite these issues, guarantees, assurances, and empathy levels are satisfactory. This study underscores the critical need for enhanced resource allocation to improve healthcare service quality at community health centers.

**Keywords:** national health insurance, healthcare service quality, resource allocation, community health centers

## 1. Introduction

Health is the most important thing in life. The level of health is also a measure of well-being, it is very important as for survival, growth, and development. Everyone has the right to live and defend their life and life [1]. Whereas the protection, enforcement, promotion and fulfillment of human rights is the responsibility of the state itself, namely the government. The government is the main figure to provide an adequate health service that can be reached even by people with a low economy. If the level of health increases, it can also increase the level of welfare of the people in this country of Indonesia [2].

The government always provides innovations in public services, especially in health services by establishing health centers. Puskesmas is part of the National Health Insurance Program (JKN). In the last year, namely 2021, the number of JKN users amounted to 226.3 million people, this number has always experienced a significant increase every year. From this it can be seen that the community really needs health services [3]. In the East Java region, the number of National Health Insurance (JKN) users is at a percentage of 74.8% of the total population of East Java. From the center or remote areas, the government always strives to reach out to every region of society.

The East Java region has different numbers of National Health Insurance (JKN) participants in each region. In Pasuruan District in particular, the percentage of people who are JKN participants is 71.45%. Health centers are established as facilities that can be reached by people in the area to more easily access health services [4]. An example is the Gempol Health Center in Gempol Sub-district, Pasuruan Regency. This puskesmas offers

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various types of health services that are basically complete, including KAKB services, emergency room, and clinics such as pediatric clinic, adult clinic, dental clinic, ISPA (Acute Respiratory Infection) clinic, STI (Sexually Transmitted Infection) clinic, MCH/FB (Maternal and Child Health/Family Planning) clinic, nutrition services, sanitation clinic, and adolescent reproductive health [5].

However, the existence of health centers does not guarantee the absence of problems in the field. One of the problems that still exists is the unfulfilled ability of the puskesmas to provide services in accordance with the wishes of the community, so that the community is less satisfied with the assessment provided. Puskesmas is basically an organization based on services. Therefore, quality service is the key that must be fulfilled by the Puskesmas so that the community can feel satisfaction with the service so that they will return to the puskesmas [6]. If the community already has limitations on services, it can show the success of the Puskesmas itself in providing quality health services. The following is the number of BPJS Health participants at the Gempol Health Center for the last four years:

**Table 1.** Number of BPJS Health Card Users at Gempol Health Center 2016 to 2019

No.	Region	2016	2017	2018	2019
1.	Karangrejo	3.210	5.271	6.115	7.447
2.	Bulusari	3.143	5.772	6.345	7.681
3.	Ngerong	3.534	6.345	7.498	8.096
4.	Winong	2.612	4.232	5.110	6.212
5.	Legok	2.646	4.598	5.442	6.585
6.	Kejapanan	8.661	15.428	17.046	19.001
7.	Gempol	3.771	7.489	8.223	9.412
8.	Carat	2.153	4.112	5.021	6.064
9.	Watukosek	1.394	2.581	3.072	4.112
<b>Total</b>		<b>31.064</b>	<b>55.819</b>	<b>63.872</b>	<b>74.610</b>

Source: Gempol Health Center 2021

Based on this table, it is found that in the last four years at the Gempol Health Center, the number of JKN users has always increased. With the increasing number of participants, but not balanced with other support, it can be a problem. The community still considers that the services provided lack good quality standards and lack of quality. The problems that occur are caused by the working hours of the puskesmas unit which the community feels are very limited, inadequate puskesmas services, and unprofessional staff performance. Based on these problems, the authors are interested in taking the title "Quality of National Health Insurance Services (Study at the Gempol Health Center, Gempol District, Pasuruan Regency)". The formulation of the problem in this study is how the quality of National Health Insurance services (study at the Gempol Health Center, Gempol District,

Pasuruan Regency). The purpose of the research is to analyze and describe the quality of National Health Insurance services (study at Puskesmas Gempol Gempol District Pasuruan Regency).

## 2. Materials and Methods

This study aims to analyze and describe the quality of national health insurance (jkn) services, in this study using descriptive qualitative research. Descriptive qualitative is a stage where to describe phenomena and conditions in research subjects where such as perceptions, actions, behavior, motivation, or others [7]. Determination of the research location is an important stage for qualitative research, because the determination of a location that will be used as research, objects and objectives have been determined so that later it can make it easier for the author to carry out research [8]. The location of this research is at the Gempol Health Center, Gempol District, Pasuruan Regency.

The focus of this research is the quality of national health insurance (JKN) services at the Gempol Health Center, Gempol District, Pasuruan Regency according to Parasuraman in Lupiyoadi (2013) regarding the theoretical basis of Service Quality as follows: a) Reliability, b) Assurance and certainty; communication (communication), credibility (credibility), security (security), competence (competence), and courtesy (courtesy). c) Tangible. d) Empathy. E) Responsiveness [9]. The technique of determining the informants used in this study with Purposive Sampling technique. The data collection techniques taken by the author in this study are observation, interviews, and documentation [10]. The data analysis technique used is the Miles and Huberman model which consists of data collection, data reduction, data presentation, and conclusion drawing [11].

## 3. Results and Discussion

Public services, especially services in the health sector, are the main thing. One way is the implementation of the National Health Insurance (JKN) throughout the region and the scope of the health center, so that it can cover the community as a whole [12]. Especially at the Gempol Health Center which already provides JKN services, but it must be of good quality and adequate. From the research that the authors have done, which will be analyzed using Parasuraman's theory in Lupiyoadi, there are five indicators including Reliability, Assurance and certainty, Tangible, Empathy, Responsiveness.

In the first dimension, namely reliability, which can determine a major thing as a supporting factor in the quality of JKN service itself. JKN services cannot be separated from the support of adequate employee capabilities. Basically, employees at the Gempol Health Center already have the ability, knowledge according to the duties and functions they must carry out. However, in the field, it is found that from the number of existing employees, when there is an increase in the number of visitors or patients who are seeking treatment, problems often occur. The number of employees available with the number of patient surges that come cannot be balanced. So that from there also results in the services provided being slow. Not to mention that if there is one of the employees on duty who is late for work or who suddenly cannot attend without providing information and confirmation beforehand, this can further trigger it to provide services to the community less quickly.

The above is in accordance with the theory of service quality put forward by Parasuraman in Lupiyoadi (2013) which states that reliability is the company's ability to provide services as promised accurately and reliably. Performance must be in accordance with customer expectations which means timeliness, the same service for all customers without error, a sympathetic attitude, and with high accuracy [13]. The demand for employee reliability in providing fast, precise, easy and smooth service is a condition of assessment for the person served in showing the actualization of employee work in understanding the

scope and description of work which is the concern and focus of each employee in providing their services.

The second dimension, namely Guarantee and Certainty, is another factor that can determine the assessment of service quality obtained by the community as service users. This guarantee and certainty includes communication, credibility, security, competence, and courtesy. In JKN services at the Gempol Health Center, communication is going well. Where employees always communicate or have direct contact both employees with the community and employees with the employees themselves. Communication carried out runs according to a predetermined plan. Then the credibility of existing employees is no problem when in the field. After that in the dimension of assurance and certainty there is competence. The competence of the Gempol Health Center employees each have abilities that are certainly qualified, the selection of employees at the Gempol Gempol Health Center is very concerned.

In other indicators, namely security and courtesy, there are certainly no obstacles in the field. Because the employees themselves have a sense of maintaining the personal data of the patients who come to the Gempol Health Center. Data from each patient will not be easily given to others. After that, the safety of other medical devices, for example medicines given to patients, has passed a careful examination. The courtesy indicator is an attitude that must be embedded in Gempol Health Center employees. It is not permissible to ignore the courtesy that must be done to provide a service to patients.

This is in accordance with the theory of service quality by Parasuraman in Lupiyoadi in the knowledge, courtesy, and ability of company employees to foster customer trust in the company. This includes several components including communication, credibility, security, competence, and courtesy. The essence of a convincing form of service basically trumps the service satisfaction shown by each employee, the commitment of the organization that shows good service delivery, and the behavior of employees in providing services, so that the impact arising from all these service activities is believed by the people who receive the service, will be served well in accordance with the forms of service that can be believed in accordance with service certainty.

The third dimension, namely tangible, includes physical forms in the form of facilities and infrastructure. As we know that facilities and infrastructure are a support for the quality of service to be considered good by its users. At the Gempol Health Center, the available facilities and infrastructure are found to still have obstacles because they cannot be fulfilled with a sufficient number of rooms that are mixed into one, namely between the outpatient waiting room and the inpatient waiting room. Apart from that, when a large number of patients come, they often do not get a comfortable seat when waiting in the queue for treatment. Many of the patients or families of patients are forced to sit on the floor or stand to keep getting their queue.

This has to do with the theory of service quality put forward by Sviokla in Lupiyoadi (2013) where the attributes supporting the implementation of services are things that must be provided adequately [14]. Cannot be ruled out just like that. With inadequate facilities, it will make service users feel uncomfortable, so it is feared that these service users will not want to return to using these services and provide poor value for the services provided to them.

The fourth dimension is Empathy, in the National Health Insurance (JKN) service at the Gempol Health Center, the existence of an empathy is something that must be instilled. Providing sincere service, then a sense of seriousness, having a sympathetic feeling, and giving full attention to patients who come for treatment is very important. Maximum effort to do wholehearted service is always done by Gempol Health Center employees, a form of empathy from the Gempol Health Center, namely the motto "MELAYANI DENGAN SEPENUH HATI" is clear evidence of providing the best service for patients who come.

This relates to the theory of service quality put forward by Suraman where empathy provides heartfelt service both individually and personally by seeking to understand the needs that are the problem of these service users. Provide full focus specifically, and have time at the time of operation so that later the customer feels comfortable [15].

The last dimension, namely responsiveness, is an important factor. Responsiveness in service is the main thing that must be done and owned by Gempol Health Center employees because it can affect the assessment of the quality of service itself. National Health Insurance (JKN) services at the Gempol Health Center have a fairly good response when providing services. And the community also feels the satisfaction of the service. However, when there is a surge in patients with large numbers, problems often occur. Health services become slow with many queues, making other queues wait a long time. Not to mention when one of the employees who should be in charge of providing administrative services to patients is not there at the time of service, there are even more obstacles in the process.

This, if associated with the theory of service quality, is not in accordance with the opinion presented by Suraman where responsiveness has a meaning of being fast and precise in service. Fast here can serve service users as soon as possible. Apart from being fast, accuracy in service is also needed. Without accuracy, it could later cause new problems because it is not careful. Fast and precise in service is very related.

#### **4. Conclusion**

Based on the results of research and discussion of the Quality of National Health Insurance Services (JKN) at the Gempol Health Center, Gempol District, Pasuruan Regency and juxtapose it with the reality in the field, so that the following conclusions can be obtained: The quality of National Health Insurance (JKN) services in the reliability dimension still has obstacles to the accuracy of the services provided by employees when the number of patients is on the rise; Dimensions of Assurance and Certainty for existing indicators include communication (communication), credibility (credibility), security (security), competence (competence), and courtesy (courtesy) runs according to expectations and in accordance with previously agreed plans; The tangible dimension with the reality in the field has obstacles in the fulfillment of inadequate facilities and infrastructure for patients who come; The empathy dimension is a good assessment of patients because employees always serve with sincerity; The dimension of responsiveness is still a problem when the queue is long and the number of employees is not balanced with the number of patients who come.

The occurrence of problems in the field, the author's suggestion is to increase the number of rooms, especially for inpatient and outpatient waiting rooms, there must be a separation. So as not to gather in one place because it will cause density. From the expansion of the room, additional seating can be included so that JKN patients who come can get their own seats. Human resources must be added as backup if there are administrative staff who have not been present or cannot attend without prior notice. So that there will be no hampering of services. Even if the administrative staff is complete and there are not too many patients, the reserve employee can help the duties of other employees.

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