



## OVERVIEW OF SATISFACTION SOCIETY OF SERVICE COUNTER REGISTRATION OF OUTPATIENT HEALTH

Andi Azizah AF<sup>1</sup>, Sri Wahyu H<sup>2</sup>, Mustika, Irnawati<sup>3</sup>, Naurah Khalilah L<sup>4</sup>, Ulan Noor A<sup>5</sup>, Emmi Bujawati<sup>6</sup>, Zil Fadhilah Arranury<sup>7</sup>

<sup>1,2,3,4,5,6,7</sup> Department of Public Health, Faculty of Medicine and Health Science, UIN Alauddin Makassar, Indonesia

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### CORRESPONDENCE

Phone: -  
Email: andiazizah@gmail.com

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### ABSTRACT

**Background:** At this time the basic need of the Indonesian people to be able to live a decent and productive life is health, with this it is necessary to provide health services that are in line with the aim of accessing quality health services. The role of the puskesmas as the first level of health care provider needs to maintain the quality of service so that patients feel satisfied.

with the outpatient registration service at the Baraka Health Center, Baraka District, Enrekang Regency.

**Method:** This type of research is a quantitative research using a cross sectional study design. The population in this study were all people who were in the working area of the Baraka Community Health Center.

**Result:** The results showed that the satisfaction level of respondents at the Baraka Health Center was mostly satisfied with the service at the outpatient registration counter.

**Conclusion:** The researcher recommends the health workers of the Baraka Health Center, especially the registration counter service, to give a better impression to the people who come for treatment.

## **INTRODUCTION**

At this time the basic need of the Indonesian people to be able to live a decent and productive life is health, with this it is necessary to provide health services that are in line with the aim of accessing quality health services. The role of the puskesmas as the first level of health care provider needs to maintain the quality of service so that patients feel satisfied.

The responsibility of the puskesmas is to the work area which is a sub-district. And the vision of the puskesmas is to achieve a healthy sub-district by achieving 4 main indicators, namely healthy behavior, health status in the population, reach of quality health services, and healthy relationships.

Health service facilities are competent to improve the quality of services in the era of National Health Insurance (JKN). The crucial problem at the level of quality management is improving the quality of service. This is because the community is increasingly critical of the services they receive. Health development carried out by the Puskesmas has the aim of realizing people who want and are able to achieve quality health services.

Outpatient is one of the first-level individual health efforts at the Puskesmas. Outpatient Patient Registration Place (TPPRJ) is the first medical record administration given to patients, namely patient registration, both new patients and old patients. The good and bad process of receiving patient services

at the outpatient registration area will give an impression to the patient about the good and bad quality of service at the Puskesmas.

Baraka Public Health Center is the first health center in Enrekang Regency that has succeeded in obtaining plenary accreditation by the Indonesian Ministry of Health. This is based on the results of the accreditation survey from September 24 to 28 2019 at the Baraka Health Center. In a series of accreditation activities, a patient satisfaction survey is needed, one of which is patient satisfaction with services at the outpatient registration counter at the Baraka Health Center. This satisfaction survey was conducted to provide an overview of the level of patient satisfaction with health services, so that it can be seen which elements can be maintained and which can be improved by the Puskesmas to improve the quality of their services (Yulianto M, 2021).

## **METHODS**

This research is a quantitative research with a *cross sectional study design*. This research was conducted in the community working in the Baraka Community Health Center, Baraka District, Enrekang Regency on 5-8 September 2021. The population in this study were all people who were in the working area of the Baraka Health Center, with criteria that were people who had outpatients and people who had been outpatients. who have received service at the Baraka Health Center registration counter.

The sampling technique used by the researcher is *purposive sampling* with the formula in determining the number of samples using the formula *Lemeshow*, based on the results of the calculation of the sample size, it is obtained 96.04 which is then rounded to 100, so the sample in this study is at least 100 respondents. The data source was

obtained by taking primary data from the results of filling out online questionnaires using Google forms to obtain information about the description of community satisfaction with the outpatient registration counter service at the Baraka Health Center, Baraka District, Enrekang Regency

## RESULT

### Univariate Analysis

**Table 1. Frequency Distribution of Respondents Characteristics**

No	Characteristics	TOTAL	
1.	Age	N(151)	%
	14-25 Years	117	77.5
	25-35 Years	14	9.3
	36-45 Years	11	7.3
	>45 Years	9	6.0
2.	Last Education		
	Elementary	2	1.3
	Junior	9	6.0
	SchoolHigh School	95	62.9
	D3	4	2.6
	S1	37	24.5
	S2	4	2.6
3.	Employment		
	Self-employed	21	13.9
	Employees	7	4.6
	Students	94	62.3
	TNI/POLRI	1	0.6
	Civil servants	9	6.0
	Not working	19	12.6

**Source: Primary Data, 2021**

Based on the data in table 1 shows that the age level has the highest frequency, namely the age of 14-25 years with 117 respondents (77.5%) and the lowest age level is >46 years with a frequency of 9

respondents (6.0%), the level of education of the community which has the highest frequency is SMA as many as 95 respondents (62.9%) and the lowest frequency of education level is elementary school with 2 respondents (1.3%), the level of work that has the highest frequency is students with 94 respondents

(62.3%) and the level of work that has the lowest frequency is TNI / POLRI yes 1 respondent (0.6%).

**Table 2. Frequency Distribution of Community Health Center Service Utilization**

Variable	Total	
Number of community visits using health services	N(151)	%
1-2 times a month	39	25.8
2-4 times a month	3	2.0
1-2 times a year	84	55.6
2-4 times a year	25	16.6
<b>The last time the community visited using puskesmas services</b>		
A week ago	16	10.6
A month ago	40	26.5
A year ago	27	17.9
Rarely visited	68	45.0
<b>Changes felt by the community since using services in terms of services at the registration counter</b>		
Worse than before	89	58.9
Still as before	20	13.2
It is better than before	24	15.9
Very much better than before	18	12

*Source: Primary Data, 2021*

Based on the data in table 2 shows that the number of community visits that have the most frequency is 1-2 times a year as many as 84 respondents (55.6%) and those who have visits at least 2-4 times a month are 3 respondents (2.0%) . While the level of the last time the visit had the highest frequency, namely 2-4 times a month as many as 40 respondents (26.5%) and the least, namely 1-2 times a month as many as 16 respondents (10.6%). The level of change felt by the community which has the highest frequency is 1-2 times a month with 89 respondents (58.9%) and the lowest is 2-4 times a month (12%).

## DISCUSSION

### 1. Characteristics of Respondents

#### a. Age

Based on the results of the study, it showed that the age of respondents who had outpatient treatment and had received services at the registration counter at the Baraka Health Center was the highest frequency of age 14-25 years, namely 117 respondents (77.5%), and the lowest frequency was age >46 years. as many as 9 respondents (6.0%). Age is an index that places individuals in the order of their development. Age is

one of the factors that determine patient behavior towards health services. According to research results, patients who are growing up understand the importance of health, so they will carry out regular check-ups at health care facilities. (Lukman Nul Hakim, 2020)

b. Recent Education

Based on the results of the study, it shows that the last education of respondents who had outpatient treatment and had received services at the registration counter at the Baraka Health Center, the highest frequency was SMA with 95 respondents (62.9%) and the lowest frequency was SD as many as 2 respondents (1.3%). The level of education affects a person's awareness of the importance of health in utilizing health care facilities. Lack of knowledge and access to information causes a person to have limited knowledge about the dangers of unhealthy behavior so that there is a lack of motivation to adopt healthy behavior. Through education can improve professional skills and specific knowledge (Yuliato M, 2021).

c. Employment

Based on the results of the study, it was shown that the work of respondents who had outpatient treatment and had received services at

the registration counter at the Baraka Health Center was the highest frequency, namely students, as many as 94 respondents (62.3%), and the lowest frequency was TNI/POLRI as many as 1 respondent (0.6%). Work is a social activity in which an individual or group puts effort over a certain time and space, sometimes with the expectation of monetary work or without expecting a reward, but with a sense of duty to others. Work is one of the factors that can encourage someone to take action for their health. Someone who has a lot of hope for health services is someone who works, while those who don't have a job do not have high expectations for health services. According to the results of the study, most students had outpatient treatment and had received services at the registration counter at the Baraka Health Center. Students are a group of individuals in the period of adolescence and young adulthood. Research shows that globally many students engage in a variety of risky healthy behaviors. Healthy behavior at risk is the lack of healthy behavior that will have a bad impact on the body. As social beings, humans will display these behaviors, including individual interactions with their physical and social environment (Farika Tri

Ariyanti, Fadly Husain, Asma Luthfi, 2018).

## **2. Utilization of Community Health Center Services The**

### **a. number of community visits in using health services**

Based on the results of the study showed that the number of community visits that had the highest frequency of 1-2 times a year was 84 respondents (55.6%) and the lowest frequency was 2-4 times a month as many as 3 respondents ( 2.0%). This shows that people rarely visit the puskesmas. People with actual health-illness perceptions may perceive personal risk or vulnerability which is one of the more powerful perceptions in encouraging people to adopt healthy behaviors. The greater the perceived risk, the more likely it is to engage in behavior to reduce risk. To reduce this risk, the community utilizes Puskesmas services as health service providers who are believed to be able to overcome the health problems they experience. The more often people feel sick, the more often they visit the puskesmas (Napirah MR, Rahman A, Tony A, 2016).

### **b. The last time the community visited using the puskesmas services.**

Based on the results of the study, the highest frequency of last

visit was 68 respondents (45.0%) and the lowest frequency was 16 respondents (10.6%) a week ago. This shows that the community has rarely visited the puskesmas.

Community visits in using puskesmas services depend on community satisfaction. It is the same with Fitri Emelia Sari's research with the title of analysis of the relationship between patient perceptions of service quality and utilization, namely Patient perceptions of service quality (administration, doctors, nurses, drugs, facilities and supporting facilities) including the category of not being good and 64 respondents are still interested in using it again. outpatient services at the Poncol Health Center, while 36 respondents stated that they did not want to return for treatment to the Poncol Health Center.

This broad satisfaction is related to overall quality concerning service quality, financing, distribution channels, guarantee of safe use and aspects of employee morality/performance of a health service organization (Anisfha RF, 2014).

### **c. Changes in people's perceived since using the service in terms of service registration booth**

Based on the research results show that the rate of change that is felt by the people who had the highest frequency is getting worse than ever with 89 respondents (58.9%) and the lowest frequency that is very better than ever with 18 respondents (12%). This shows that there is no change that is felt by the community when they come to the puskesmas and health workers have not succeeded in providing good service.

Individual attitudes in using health services depend on the knowledge they have, respondents who have poor knowledge about the services of the Baraka Public Health Center will not be sure and will not come for treatment and vice versa, respondents who have good knowledge of the Puskesmas will believe that the health service can help them when sick.

### **3. Overview Public Satisfaction in Outpatient Registration Counters Service**

- a. Satisfaction society to the procedure at the registration booth outpatient services very easy and straightforward

Based on the results showed that the level of people's satisfaction of the procedures in the registration booth outpatient services very easy and does not berbelit- Belits who have

the highest frequency are in the satisfied category as many as 132 respondents (87.4%) and the lowest frequency is the dissatisfied category as many as 5 respondents (3.3%) who feel the procedure is not easy and convoluted.

This study is in line with research conducted by Nesimnasi, Romeo, & Ndoen (2019) which showed that the service procedures in the Oepoi health center were included in the category of good service unit performance. In the knowledge of service procedures, according to respondents, it is known by asking fellow puskesmas visitors, puskesmas officers and also reading pictures of service flow. In this study, the Oepoi health center maintained its service procedures in which the health care system settings or procedures were uncomplicated, understandable, and focused on providing convenience in accessing services (Nesimnasi V, Romeo, Ndoen EM, 2019).

- b. Public satisfaction with health workers in providing reliable and appropriate services. The lowest is the dissatisfied category as many as 6 respondents (4.0%) who feel that health workers do not provide reliable and appropriate services.

The results of this study are the same as those conducted by Noora Fithriana & Vida Ursula PS (2020) where the average respondent's response to the reliability indicator is 20.02, which is a fairly correct interval. This means that it is quite true that the Dinoyo Public Health Center can and is reliable to provide an optimal service. With a serious examination, the right prescription for patients, and good and uncomplicated Dinoyo puskesmas services (Fithriana N, 2020).

- c. Satisfaction of the people of the rigor officer of health workers in providing services

Based on the research results show the level that the level of satisfaction of the people of the rigor officer of health workers in providing services that have the highest frequency that category are satisfied that as many as 124 respondents (82.1%) and the lowest frequency that the category is not satisfied as 4 respondents (2.6%) felt that health workers in providing services were not thorough.

Regarding this, this research is in line with research conducted by Petrus Atong (2019) which obtained information about the accuracy of health workers in providing services

to patients who were very good and thorough.

- d. Community satisfaction with the speed of health workers in providing services

Based on the results of the study showed that the level of community satisfaction with the speed of health workers in providing services had the highest frequency in the satisfied category as many as 118 respondents (78.1%) and the lowest frequency, namely the very satisfied category as many as 16 respondents (10.6%).

In a study conducted by Petrus Atong (2019) which said that his research on the speed of health workers in serving the community was considered good. According to the results of the interview that the service is quite adequate, it means that it is in accordance with the existing provisions.

- e. Community satisfaction with the queue while waiting for the service at the registration counter.

Based on the results of the study, it shows that the level of community satisfaction with the queue while waiting for the service at the registration counter.



The community satisfaction with the neatness of health workers in providing services partially has the highest frequency, namely the satisfied category as many as 107 respondents (70.9% ) and the lowest frequency is the category of very dissatisfied as many as 2 respondents (1.3%).

From these data, there are still many respondents who feel dissatisfied and very dissatisfied with the queue while waiting for service at the registration counter. This is in line with the research of Nesimnasi, Romeo, & Ndoen (2019), where some respondents felt that the registration process had to wait longer in queues and said that the long queues were also caused by some officers who sometimes still told stories at the registration counter, so that respondents who were in poor condition. healthy have to wait a longer queue.

- f. Community satisfaction with the neatness of health workers in providing services.

Based on the results of the study, it shows that the level of community satisfaction with the neatness of health workers in providing services has the highest frequency, namely the satisfied category as many as 111 respondents

(73.5%) and the lowest frequency, namely the dissatisfied category as many as 2 respondents. (1.3%) felt that the neatness of health workers in providing services was still lacking.

In line with research conducted by Widiharti & Diah Jerita Eka Sari (2021) stated that at the Prima Clinic there were respondents who were not satisfied with the tidiness and cleanliness of the appearance of the officers which was the same as our research at the Baraka Health Center. The thing that caused the Prima Clinic was that at that time there were still officers who did not wear uniforms and even respondents were unable to distinguish between officers and patients or relatives of patients. So, with this Prima Medika Clinic must re-oblige regarding the tidiness and uniforms of officers who are on duty.

- g. Community satisfaction with waiting room facilities at registration counter services.

Based on the results of the study, it shows that the level of community satisfaction with waiting room facilities at registration counter services has the highest frequency, namely the satisfied category as many as 118 respondents (78.1%) and the lowest frequency, namely the dissatisfied category as many as 14

respondents. (9.3%) felt that the waiting room facilities at the registration counter service were still less comfortable.

In this study, this is in line with research conducted by Noora Fithriana & Vida Ursula PS (2020) where the tangibles indicator (physical evidence, tangible) with an average respondent response of 19.28 falls into a fairly correct interval where an adequate waiting room to accommodate some of the incoming patients.

- h. Community satisfaction with the arrangement of the waiting room at the registration counter service.

Based on the results of the study, it shows that the level of public satisfaction with the arrangement of the waiting room at the registration counter service has the highest frequency, namely the Satisfied category, which is 123 respondents (81.5%) and the lowest frequency is the Dissatisfied and Very Dissatisfied category. Satisfied as many as 14 respondents (9.3%).

Patient satisfaction at the Puskesmas first came from registration services. The registration counter is the first service provided, which can determine patient satisfaction and the patient's desire to continue with further services. Based

on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 which discusses the guidelines for the preparation of the community satisfaction survey, the public service delivery unit states that the service elements that receive a public survey include the following requirements: system, mechanism, and procedure completion time: cost/ rates; kind of service; implementing competence; implementing behavior; the handling of complaints; suggestions and input; and facilities and infrastructure.<sup>1</sup>

- i. Satisfaction community to service the calling patient and in accordance with the queue number

Based on the research results show that the level of community satisfaction with services calling patients and in accordance with the number of queues that have the highest frequency that category Satisfied that as many as 120 respondents (79.5%), and lowest frequency that category Dissatisfied as many as 8 respondents (5.3%).

Patient satisfaction will be obtained by the community if the quality of services provided is in good condition. There are several factors of patient satisfaction, including the

services of doctors, nurses and other health workers, the quality of the medicine room provided by the puskesmas and the availability of medical and non-medical supporting facilities. Waiting time is also one of the factors in patient satisfaction. Waiting time for services is the time used by patients to get health services from the registration point to entering the doctor's examination room. Outpatient health services are based on the Ministry of Health Number 129/Menkes/SK/II/2008, which is less or equal to 60 minutes (Karani M, Linggardini K, 2020).

- j. People's satisfaction of the delivery rate of payment to the service counter registration

Based on the research results show that the level of community satisfaction with the delivery rate of payment to the service counter application that has the highest frequency that category Satisfied much as 123 respondents (81.5%), and lowest frequency that category Very Dissatisfied much 1 respondent (0.6%).

According to Suyito's research (2018), it shows that service quality, pricing and facilities have a significant effect either partially or

simultaneously on patient satisfaction. Price is one of the factors that have a positive effect on customer satisfaction. Because the price has been set by the health service to be a benchmark for achieving satisfaction, because the price is one of the considerations for patients to buy a product/service. If the value of the patient feels higher, the satisfaction with the patient will be maximized.

- k. Community satisfaction with quality conformity with payment rates at the Baraka Health Center.

Based on the results of the study, it shows that the level of community satisfaction with quality compliance with payment rates at Baraka Health Center has the highest frequency, namely the Satisfied category as many as 130 respondents (86.1%) and the lowest frequency is Dissatisfied category as many as 5 respondents (3.3%).

Quality is a condition that affects products, services, people, processes and the environment that meet or exceed expectations. So that the quality of service can be interpreted as an effort to fulfill the needs and desires of patients and the provision of delivery in balancing patient expectations.<sup>11</sup>

The results of previous studies conducted by Riska Dwi Agustin, Kasno T.Kasim, and Noer Barlian Aisha (2018) showed that service quality is partially significant effect on patient satisfaction, while prices partially not significant effect on patient satisfaction. And simultaneously the quality of service, price and facilities have a significant effect on patient satisfaction.

1. People's satisfaction explanation officer of health personnel regarding compliance with requirements in the registration booth

Based on the research results show that the level of community satisfaction terhadap explanation of personnel in compliance with requirements that have the highest frequency that satisfied as many as 122 respondents (80.8%) and the lowest frequency that is very dissatisfied as much 1 respondent (0.6%). It can be seen that the level of community satisfaction at the Baraka Public Health Center is good, because the service officer at the registration counter has explained and informed the community so that when visiting the Health Center there is no more confusion.

Compared with Ayu Diana Fuanasari's research with the title

analysis of service flow and queues at the outpatient registration counter, outpatient registration at the City Hospital is not the same as the facts in the field. Many patients feel confused about registering, such as patients who enter the room immediately sit in the waiting room at the counter, after a long wait for the patient to come to the counter staff asking why they were not called, the incident occurred because there were no instructions on where to take the queue number. . Patient confusion for registration also occurs because the placement of the registration service flow on the information board is less strategic, namely it is placed near the exit leading to the polyclinic so that patients who will register do not know of the service flow (Fuanasari AD, Suprawati A, Wigawati PA, 2024).

- m. Community satisfaction with the participation of health workers in helping patients who cannot complete documents

. the lowest is the dissatisfied category as many as 8 respondents (5.3%). This shows that health care workers are always willing to help the community complete documents when visiting the puskesmas so that people feel satisfied with their services.

Patient satisfaction is a level of feeling felt by the patient that arises as a result of the health services he has received after the patient compares it with what he had expected. (Pohan in Riyanto, 2015). Responsiveness is the desire of health workers to help all patients and the desire and carry out service delivery responsively. This dimension emphasizes the attitude of health care providers in dealing with requests, questions, complaints and problems from customers. Reliability is the ability to provide a service immediately, accurately and satisfactorily and reliability is something that can be trusted and accounted for from health services (Hariyanto E, Hadiyanti A, Purwanti LS, 2019).

- n. Community satisfaction with health workers in providing good and friendly services.

Based on the results of the study showed that the level of community satisfaction with health workers had the highest frequency, namely the satisfied category with 116 respondents (76.8%) and the lowest frequency, namely the very dissatisfied category as many as 1 respondent ( 0.6%). This shows that the health workers at the puskesmas have provided good and friendly

service to every visiting community so that the community gives a good assessment as well.

Compared with Yuliazmi's research with the title the level of patient satisfaction with health services at the Bawas Health Center, Ampek Nagari District, Agam Regency, namely the Bawan Public Health Center in providing services, it still looks low and less effective. The puskesmas officers or employees, both medical and non-medical, should show a friendly attitude, discipline, care for patients who come for treatment, fair and professional, not discriminating or ignoring elderly patients.

One of the things that can be captured directly by the community is ethics in providing services which can be seen from the friendliness when officers provide services to patients, friendliness has a major impact on the impression obtained by patients who come to get services (Oktafioni Y, Riau U, 2021) .

- o. Satisfaction of the people in the room service registration booth about services new patients, older patients, and the completeness of documents

Based on the research results show that the level of satisfaction of the people in the room service

registration booth about services new patients, old patients and the documents which have the highest frequency that category are satisfied as much as 123 respondents (81.5%) and the lowest frequency is the category of very dissatisfied as much as 1 respondent (0.6%). The clerk at the service counter prepares for registration of new patients, old patients and complete documents for patients who will seek treatment, and invites patients to bring the completed form to the specified poly. Service at the counter is set for 3 minutes.

The registration counter at the puskesmas plays an important role because it provides data on the patient's medical records. In addition, the registration section is a key element in coordinating the activities of other units in the hospital, starting with patient registration (Oktafiaini Y, 2021).

## **CONCLUSION**

From the results of this study, we know that the description of the level of community satisfaction with the outpatient registration counter service at the Baraka Health Center has normatively reached the level of satisfaction. The best satisfaction assessment is the procedure at the registration counter service, the accuracy of the health workers, the speed of the officers, the queue,

the waiting room facilities, the delivery of tariffs, the completeness of the requirements, as well as the service at the registration counter regarding the services of new patients, old patients, and completeness of documents. However, there are still people who feel very dissatisfied with health workers who provide good and friendly service and the comfort of the waiting room at the registration counter.

## **RECOMMENDATIONS**

Based on the results of these conclusions to improve patient satisfaction, several suggestions and recommendations can be submitted:

1. It is hoped that the health workers of the Baraka Public Health Center will serve patients well and friendly in order to give the impression of good service to patients.
2. It is hoped that the head of the Baraka Health Center will pay attention to the elements of inadequate infrastructure so that the comfort of the waiting room at the registration counter is maintained.
3. In addition, respondents or patients need to be active in criticizing and providing constructive input on the services that have been provided by health workers at the Baraka Health Center, so that solutions can be given, especially at the registration counter.

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