

The Effect of Government Policy Management on the Quality of Health Services

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ARTICLE INFO

Article history

Received 4/4/22

Revised 9/23/22

Accepted 9/25/22

Keywords

Government

Policy Management

Quality of Health Services

Puskesmas

ABSTRACT

Background: Quality of health services is a tool to measure the patient's satisfaction with medical services in accordance with standard operating procedures and medical service standards. It is based on the potential of available resources, facilities, and infrastructure of *Pusat Kesehatan Masyarakat (Puskesmas)* or hospitals that are efficient, effective, safe, and in accordance with norms, ethics, law, as well as the socio-cultural environment while respecting and adapting to the capabilities and limitations of the government and society. Good quality of services in a health service affects the health service. This research aims to analyze, synthesize, summarize, and compare the results of studies about the influence of government policy management on the quality of health services in *Puskesmas*. **Method:** This literature review was conducted by searching the literature in Google Scholar, Prayer, and Garuda with the keywords of Government Policy, Health Service Management, and Quality of Health Services. This study reviewed 6 articles as reference sources. **Results:** This study showed the influence of government policy management on the quality of health services at *Puskesmas*. **Conclusion:** Policy management in a health service greatly influences the quality of health services and good service quality results in high patient satisfaction.



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Introduction

The development of health services is part of national development in accordance with Article 5 Number 36 of 2009 concerning health which states that every human being has the right to get health services that are safe, quality, and affordable [1]. *Puskesmas* is a health institution that is responsible for the implementation of health activities such as health promotion, prevention, curative (treatment), and rehabilitation (recovery) at the workplace [2]. *Puskesmas* function as providers of health development so *Puskesmas* is an inseparable part of national development [3]. Health development aims to increase awareness, willingness, and ability to live healthily for everyone in order to realize optimal public health degrees, both socially and economically [4].

Management is a collaborative process involving more than one person to achieve predetermined goals through cooperation [5]. The management process is a cycle in which if the process is good, then it will lead to continuous improvement and ultimately achieve good performance by achieving short, medium, and long-term goals [6]. Generally, the management

process includes three stages planning, implementation, and evaluation [7]. The simplest process in management consists of sub-processes that are arranged sequentially and called POAC (Planning, Organizing, Executing, and Controlling) [8]. Each sub-process in management is complex as each process is interrelated [9]. The general management elements cover 6M (Man, Money, Material, Method, Machine, and Moment) [10]. Even, some marketing experts added elements of Marketing so that it becomes 7M [11,12].

The quality of health services is the completeness or level of medical services performed in accordance with applicable service standards [13]. Quality of health services cannot be separated from patient satisfaction [14]. Good quality health services provided by health providers can increase patient satisfaction [15]. Besides, patient satisfaction can be used as a benchmark for the success or failure of the service quality of medical facilities [16]. If the results obtained are higher than expected, patients will feel satisfied. In principle, good service quality will make the community or patients feel satisfied with the services provided [17]. Quality and patient satisfaction are closely related because quality can motivate customers to establish a strong relationship with health services [18].

Materials and Method

In this study, the researcher searched relevant literature in Google Scholar, DOAJ, Pubmed, and Garuda Portal. This article aims to review and analyze the influence of government policies on the quality of health services at *Puskesmas*. The variables in this study were divided into 2, namely the independent variable of government policy management and the dependent variable of the quality of health services. The keywords for searching the literature covered "Health Service Management", "Health Service", and "Quality Health Service". The collected articles were reviewed to obtain articles that match the predetermined criteria. The inclusion criteria were the publication year of 2017-2021. The exclusion criteria research variables, topics, variables that could not be published in 2017, and variables that cannot be compared with other variables. The search was conducted based on keywords and the researcher found 20 articles close to the standard, which were then filtered according to inclusion and exclusion criteria, namely:

- IC 1: Articles published in Indonesian
- IC 2: Articles published in 2017-2021
- IC 3: Quantitative dominant journal
- IC 4: Published non-duplicate journal

After filtering according to IC 1-IC 4, the researcher obtained 14 articles. For the need for a systematic review, based on the suitability of the article title and abstract, the articles were then filtered with IC 5, namely the content of the article which relates to the influence of government policy management on the quality and quality of health center health services. Finally, the researcher obtained 6 eligible articles for the analysis (Figure 1).

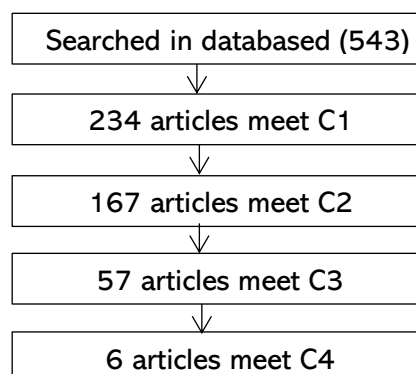


Figure 1. The Flowchart of Research Method

Results and Discussion

Results

The reviewed articles in this study, [Table 1](#) shows the review results of six articles. Most of the articles have a descriptive research design.

Table 1. Article Search Results

Name of Author	Title	Purpose	Design	Sample	Procedure	Results
R. Hendri Aprianto, Tjahyono Kuntjoro, Lutfan Lazuardi (2017)	The implementation of primary health care Subsidy Policy on the service quality in <i>Puskesmas</i> Singkawang City	To find out the quality of <i>Puskesmas</i> services with the subsidy for basic health service policy in terms of public perception, management control or supervision, service time, capacity or type of service, and health workers' behaviors.	Descriptive research with case study design	15 health care workers and 111 patients	Questionnaire, observation, interview	The quality of services in <i>Puskesmas</i> is good. However, in terms of reliability (point 2), the examination is fast and according to the procedure, obtained a score of 2.92. Meanwhile, (point 5) the right service agenda got a score of 2.97. Then, in terms of responsiveness (point 3), patients do not need to wait for a long time to get services with a score of 2.77 and the operational times of <i>Puskesmas</i> according to the schedule (point 4) obtained a score of 2.94.
Ira Susanti Ensha (2018)	The effect of implementing <i>Puskesmas</i> accreditation policy on the management of public health services	To examine the effect of implementing the <i>Puskesmas</i> accreditation policy on the evaluation of public health services	The explanatory method with the evaluation technique	85 people	Questionnaires	Based on the calculation results, the calculated f value is 13.5049 which is higher than the f table of 3.1093. Then, it can be concluded that H_0 is rejected, meaning that there is a significant influence in the implementation of <i>Puskesmas</i> accreditation policy on the management of public health services in realizing employee work productivity.
Pupung Pundenwari (2017)	Analysis of the Effect of Quality of Public Health Service on Patient Satisfaction in <i>Puskesmas</i>	Analyze the effect of health service quality at <i>Puskesmas</i> level on community satisfaction	Inferential Statistical Analysis	100 people	Pre-test and post-test	The calculation of the determinant value is to see to what extent the model can explain the dependent variable. The determinant value obtained is 25.5%. This proves that the independent variable (quality of public services) can explain the dependent variable (community satisfaction) by 25.5% and the remaining 74.5% is influenced by other variables outside the study, such as work motivation, organization, leadership, and others.
Th, Radito (2018)	Analysis of the Effect of Services Quality and Health Facilities on Patient Satisfaction in <i>Puskesmas</i>	To analyze the effect of service quality and health facilities on patient satisfaction	Descriptive	150 respondents	Questionnaires	The R Square value of 0.391 shows that both aspects of service quality and health facilities have an effect of 39.1%, while the remaining 60.9% is influenced by other factors.

Name of Author	Title	Purpose	Design	Sample	Procedure	Results
Yusni Ainurrahmah (2017)	The Effect of <i>Puskesmas</i> Management on Access to Health Services to Realize Health Quality Services	To analyze the effect of <i>Puskesmas</i> management on the access to health services to realize the quality of health services at <i>Puskesmas</i>	Descriptive study	95 <i>Puskesmas</i> workers	Questionnaires	Based on the results of the discussion on the effect of <i>Puskesmas</i> management on access to health services to realize the quality of health services at <i>Puskesmas</i> Tarogong Kidul sub-district, it can be concluded that the management affects access to health services to achieve good service quality. Access to health services affects the quality of health services. In other words, the realization of the quality of health services is influenced by access to health services.
Ulumiyah, N.H (2018)	Improving the Quality of Health Services by Implementing Patient Safety Efforts	Explain public services provided by public regional hospitals, explain the implementation of government policies	Crosssection al	30 respondents	Questionnaires	Variable x has a greater effect than other independent variables. There is a relationship between hospital public services and the implementation of government policies in Yogyakarta

Discussion

The first article is entitled "The implementation of primary health care Subsidy Policy on the service quality in *Puskesmas* Singkawang City". This research used descriptive analysis and the results showed that *Puskesmas* has a good quality of service. It means that there is an influence between the implementation of the subsidy policy on the quality of health services [19].

In this literature review, the independent variable is government policies, while the dependent variable is the quality of health services. The aims of this literature review are different from a previous study's aim is to examine the effect of basic health service subsidy policies on the service quality in terms of public perception, service control/supervision, management, service time, capacity/type of service, and behavior of service personnel. Meanwhile, this literature review aims to determine the impact of health service management on the quality of health services at *Puskesmas* [20-22].

The same with a study, this literature review tries to identify the causative variable, namely the management of public health services. Other researcher tries to identify the impact of implementing *Puskesmas* certification policies on the management of public health services in terms of achieving employee productivity at UPT *Puskesmas* Pameungpeuk, Pameungpeuk Sub-district, Garut District [6].

Other Researchers used the explanatory method with the evaluation technique. Explanatory research design is a method to dig for information or explanations of interrelationships between two or more variables based on observations of the existing effects, and trying to find causal variables. This study used a population census and a questionnaire for data collection to test the observed phenomena. This study suggests improving the quality of public health services at *Puskesmas*, especially in terms of tangibility, reliability, responsiveness, assurance, and empathy [6]. The third article is entitled "Analysis of the Effect of Quality of Public Health Service on Patient Satisfaction in *Puskesmas*" by Pupung Pundeswari. It aims to analyze the impact of the quality of public health services on patient satisfaction in *Puskesmas* [8, 23].

The fourth article by Th.A. Radito (2018) has similarities with this literature review which aims to analyze the impact of service quality. His study and this literature review use the descriptive analysis method. However, this literature review used the internal consistency reliability method using Cronbach Alpha to determine the degree of correlation between items in the questionnaire [10, 24].

The fifth article by Ainurohmah (2017) used descriptive analysis methods and survey techniques. The data were analyzed using statistical analysis models and path analysis to answer the hypothesis. The difference in the literature review is the use of a variable other than the access variable that is not included in the model (epsilon). Epsilon is thought to affect access to health services, namely supply, demand, barrier, and cultural suitability [22]. The sixth article is entitled, "Improving the Quality of Health Services by Implementing Patient Safety Efforts". This study shows that the service quality of the Public Regional Hospital of Yogyakarta City is considered very good [25-27]. Based on the results of observations and interviews, the facilities and infrastructure including medical equipment, medical personnel, and other facilities are adequate [28]. This hospital has a well-structured bureaucratic structure so that it can provide quality services to the community [29-30].

Conclusion

Based on the reviewed articles above, it can be concluded that policy management in health services greatly affects the quality of health services. Furthermore, quality health services make customers or patients satisfied. It can be said that all reviewed articles reveal that there is a significant influence on the impact of government policy management on the quality of public health services.

Declaration

Acknowledgments: Authors would express gratitude to those who help and participated in research.

Conflicts of Interest: Authors declare that there were no conflicts of interest

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