

Quality of Health Social Security Agency Services at Tugu Public Health Center

Muhamad Tegar Purna Bhakti¹, Gotfridus Goris Seran², Neng Apriliyani³

¹²³Universitas Djuanda Bogor regency, Ciawi, West Java 16720, Indonesia

E-mail: mtegarpb@gmail.com

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ABSTRACT

The importance of healthcare services in community development is to increase individual productivity. The health center serves patients in its area, which includes Cimanggis District, Depok City. It will be difficult to provide effective and efficient healthcare services because the population of Cimanggis District will increase to 251,002 by 2024. Studies show that, especially at the Tugu Community Health Center, there is a difference between what the community expects from the services and what happens. Developed the Service Quality Dimensions (SERVQUAL) model, which assesses service quality using the TERRA dimensions. This researcher used a descriptive quantitative approach with data collection techniques including questionnaires, observations, and interviews. The results show that the Tugu Community Health Center received an average score of 2.7 from the TERRA dimension, which means "Quite Good". Nevertheless, the quality is still low due to slow procedures, staff shortages, and facilities. To improve service quality, it is necessary to enhance human resources, upgrade infrastructure and facilities, optimize service processes, and conduct regular monitoring and evaluation.

Keywords Service Quality, Puskesmas Tugu, BPJS Health Insurance, TERRA

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INTRODUCTION

Healthcare is one of the most important components in community development, as it can influence individual productivity. To facilitate the improvement of public health in Indonesia. Since 2005, member states of the World Health Organization (WHO) have been committed to achieving universal health coverage (UHC). Article 34 paragraphs (1) and (2) of the 1945 Constitution of the Republic of Indonesia also state that the state must have the capacity to fulfill its obligations in implementing these human rights. Indonesia is fulfilling its commitment to provide universal services thru the Social Security Agency (BPJS) program, a legal entity authorized to administer social security. Healthcare service policies in Indonesia are regulated by Law No. 24 of 2011 concerning the Social Security Agency (BPJS). This law came into effect on January 1, 2014. By prioritizing usefulness, social justice, and humanism, BPJS Kesehatan provides social health insurance to all citizens regardless of their financial ability. Under the supervision of the district or city health service, the community health center is responsible for developing health services in its area, including Cimanggis District, Depok City. One area with a rapidly increasing population is Cimanggis District, located in Depok City, which reached a population of 251,002 in 2024 according to the Depok City Central Bureau of Statistics.

Cimanggis District also faces challenges in managing healthcare services efficiently and effectively due to its diverse population and unresolved issues, as there is a gap between the expectations and the reality of the services observed by the researcher during the first observation. For example, in dimension 1) Tangibles (Physical Evidence), healthcare facilities are inadequate, reducing community comfort and trust in the healthcare services available at Tugu Depok Health Center. In dimension 2) Empathy, there is a lack of attention and understanding from healthcare workers regarding the social and emotional conditions of children and families experiencing stunting, which affects 1.77% of children. Below-normal weight and height indicate biological impacts on slow growth. Additionally, the psychological impact is marked by low self-esteem in children and potential family problems, especially as they reach adolescence. Additionally, stunted children are prone to depression and anxiety (Apriliyani et al., 2025). In the 3rd dimension, Responsiveness, the health services showed a slow response in handling stunting cases and health issues such as lack of access to routine checkups and early interventions at the Tugu Depok Community Health

Center. In the 4th dimension, Reliability, some community members lost trust in the health system, leading them not to return for necessary care. In the 5th dimension, Assurance, there was a lack of information and education about the health programs available at the Tugu Depok Community Health Center, as well as uncertainty regarding the effectiveness of the interventions offered.

Community-Based Health Insurance emphasizes the importance of community participation in healthcare, but in its implementation, Tugu Public Health Center still faces problems such as slow administration, uneven health education, and weak supervision by the health department at Tugu Depok Urban Public Health Center. Middle and lower-income individuals often have difficulty accessing good healthcare services, even tho they are registered as BPJS Kesehatan participants. As a result, evaluating the performance of BPJS Kesehatan services in this area is very important. The government must take action to ensure that the Indonesian people continue to feel justice and obtain their rights without suffering losses due to the never-ending health issues.

Rosmaini & Tanjung (2019) add that execution is a multi-layered concept that combines three perspectives: attitude, where Puskesmas Kelurahan Tugu employes must have a positive attitude toward their performance, such as their enthusiasm and dedication to providing healthcare services to create a productive work environment; capacity, their ability to manage various tasks and responsibilities supported by adequate training, enabling them to provide quality services at the Puskesmas for the people of Kelurahan Tugu; and achievement, the accomplishments achieved, such as increased patient satisfaction and a decrease in disease rates are indicators of success showing how well employes meet the needs of the community (Seran & alfi syahrin, 2024).

Good quality service not only affects physical health but also influences patient satisfaction and public trust in health programs, including BPJS Kesehatan. Therefore, it is important to evaluate and improve service quality at Puskesmas to meet expectations. Pratama (2015) states that services to meet the needs of society in general, including health and community needs, are known as public services. Public services are provided and implemented by central and local governments (Raihan, Salbiah, & Seran., 2024).

The purpose of the BPJS system is to improve access and the overall quality of healthcare services for free, but there are still some issues that need to be addressed when implementing them in the field. One of these is poor service timeliness, which can lead to long waiting times for patients. Additionally, the politeness and availability of medical personnel affect the overall patient experience. (Raihan, Salbiah, & Seran 2024) Therefore, the government enacted Law of the Republic of Indonesia No. 25 of 2009 concerning Public Services, which is defined as activities or a series of activities carried out by public service providers to meet the needs of every citizen and resident for goods, services, and/or administrative services provided by public service providers in accordance with the law (Apriliyani et al., 2024).

To measure quality, several Service Quality Dimensions (SERVAQUAL) models created by Parasuraman (1998) in his article "A Multiple-Item Scale for Measuring Consumer Perception of Service Quality" were used to measure service quality thru dimensions known as RATER, and a journal on the assessment or evaluation of service quality dimensions titled "Assessment Of Land Service Quality Dimensions Based On Community Perceptions" by Euis Salbiah et al. (2024).

METHOD

This research uses a quantitative approach, which is a research method that focuses on collecting and analyzing numerical data to evaluate hypotheses, measure variables, and find cause-and-effect relationships. This technique is often used to answer descriptive research questions or to evaluate cause- and-effect relationships. Quantitative methods require the collection of measurable data and the use of statistical analysis. The method used in this study is descriptive, a type of research that aims to describe the characteristics of a population or phenomenon using numerical data. The purpose of this study is not to test hypotheses, but rather to provide a clear and detailed description of the variables being investigated. John W. Creswell & J. David Creswell, (2018)

By using data collection methods through questionnaires, observation, and interviews in descriptive research. A questionnaire is a data collection technique that involves providing respondents with a series of written questions or statements to answer. Likert scales are used by researchers in questionnaires according

to relevant indicators of service quality, including the TERRA dimensions with strongly agree, agree, quite good, less good, and very poor. The interview questions in this study were also adapted to the TERRA dimensions, and observations were conducted to observe specific objects, events, or situations comprehensively to gather information relevant to the research objectives (Sugiyono, 2020).

The population in this study is the area of generalization consisting of subjects or objects that have certain qualities and characteristics that have been determined by the researcher to be studied before drawing conclusions. Therefore, the population in this study is all members of the community registered with BPJS Kesehatan in Cimanggis District, especially in Tugu Village, which has 78 patients per day. The sample in this study was determined by the Yamane formula the researcher used an error tolerance of 10% or (0.1) and a daily period, resulting in 44 respondents who were used as the sample in this study. The sampling technique used is Nonprobability Sampling which means there is no equal chance or opportunity for each element or member of the population to be selected as a sample. Incidental Sampling is used, where someone who happens to meet the researcher can be considered a sample if they are deemed suitable as a data source. Sugiyono, (2020).

RESULTS AND DISCUSSION

The recapitulation of the five TERRA dimensions, namely Tangibles, Empathy, Responsiveness, Reliability, and Assurance, each divided into several indicators according to the supporting survey questions in this study, shows that the service quality at Tugu Depok Public Health Center, according to respondents, falls into the "Good Enough" category with an average score of 2.7. Based on these results, it can be concluded that the Tugu Public Health Center in Cimanggis District, Depok City, is on a positive track in providing healthcare services. However, to achieve higher patient satisfaction and better outcomes in the future, it is crucial to continuously improve the quality of service. Quality of Social Security Provider Services at Community Health Centers

Tangibles Dimensions

In the Tangibles dimension, these results indicate that the facilities and equipment still do not meet the standards for patients to feel safe and comfortable while waiting for healthcare services, and must be improved immediately so that patients at the Tugu Community Health Center in Cimanggis District, Depok City, feel safe and comfortable. Additionally, employees must always improve their professionalism in front of patients.

Empathy Dimension

In the Empathy dimension, this indicates that the Empathy dimension in this study is in the good category. Although this dimension is in the "Good" category, Tugu Public Health Center in Cimanggis District, Depok City, must continue to improve understanding and comprehension for patients so that patients feel comfortable and valued.

Responsiveness Dimension

In this dimension of Responsiveness, it shows that the Responsiveness dimension of employees at the Tugu Health Center in Cimanggis District, Depok City is quite good. However, the "quick and accurate" indicator for the administrative section needs to be improved so that patients at the Tugu Health Center in Depok feel comfortable receiving healthcare services at the Health Center.

Reliability Dimension

In the Reliability dimension, this indicates that the

Reliability dimension of employees at the Tugu Health Center performs quite well, although the category within this dimension is quite good. Employees at the Tugu Health Center in Depok need sufficient training and service improvement to ensure patients at the Tugu Health Center are satisfied with employee performance.

Assurance Dimension

In this Assurance dimension, it shows that the staff at Tugu Public Health Center are already quite good. Although the interview results were quite good, Tugu Public Health Center in Depok must always improve staff performance to increase patient trust in Tugu Public Health Center.

Factors that Hinder the Quality of Healthcare Social Security Agency Services at Community Health Centers

The quality of service fundamentally requires support from various factors such as human resources (HR), adequate infrastructure and facilities, processes and procedures, communication, technology, leadership, and management. However, in practice, service quality is not without several constraints that slow down the effectiveness of service quality.

- 1. Human Resource Limitations** The number of employees at the Tugu Community Health Center is still limited compared to the number of patients. The lack of training for employees indicates that healthcare services at the Tugu Community Health Center in Depok are inadequate. Some employees are not friendly to patients, causing patients at the Tugu Community Health Center in Depok to feel uncomfortable receiving healthcare. Trained healthcare workers with knowledge of healthcare services can provide better care to patients. Friendly and professional staff will create a positive experience for patients.
- 2. Lack of Adequate Infrastructure and Facilities** One of the obstacles to service quality at the Tugu Depok Community Health Center is the lack of adequate infrastructure and facilities. A cramped or uncomfortable waiting room, along with outdated facilities like benches, tables, and fans, can make patients feel uneasy and distrustful of the services provided. Patients will be more comfortable in a pleasant waiting room with modern amenities, complete healthcare facilities, and a clean and organized environment.
- 3. Lack of Processes and Procedures** The next quality inhibitor is the processes and procedures in place at the Tugu Depok Community Health Center. Patients may feel uncomfortable or dissatisfied if administrative procedures take a long time. Patient dissatisfaction can be caused by the inability to respond quickly to patient requests or complaints. Therefore, clear procedures and easily visible administrative processes are needed. A high level of responsiveness in quickly addressing patient complaints and requests is essential to ensure patients feel they are receiving good service with fast quality.

Efforts Made by the Agency to Improve the Quality of Health Social Security Provider Body Services at the Community Health Center

Although Tugu Depok Community Health Center has several constraints, the city government, thru the Health Department, continues to improve the quality of health services for the community. Several efforts are being made to ensure that the quality of services at Tugu Depok Community Health Center runs smoothly and effectively. These efforts include:

- 1. Human Resource Strengthening** Regular training for employees is conducted on BPJS Kesehatan policies and procedures, as well as interpersonal skills. Certification also encourages employees to obtain certification in good management and healthcare services for patients at the Puskesmas.
- 2. Infrastructure and Facilities Improvement** By updating the waiting area, providing patient- friendly facilities, and maintaining environmental cleanliness. Adequate medical equipment and ensuring the

availability of modern and appropriate medical equipment so that patients feel comfortable receiving healthcare services at the Community Health Center.

3. Process and Procedure Optimization Simplify the administrative process by creating more efficient registration and service procedures, thereby reducing waiting times. Additionally, service standardization can develop standard operating procedure (SOP) guidelines to ensure consistency in services at Tugu Community Health Center.
4. Improved Communication and Information By providing patients with information media using clear materials such as brochures and posters, this aims to improve public understanding of the services available thru BPJS Kesehatan. Additionally, technology is utilized as a tool or information medium that patients can easily access at the Tugu Community Health Center.
5. Monitoring and Evaluation of Service Quality Patient satisfaction surveys and internal audits are essential tools for the Tugu Depok Community Health Center to ensure that service quality is effective and compliant with current regulations. This is done periodically to maintain high service standards and thru routine surveys to gauge patient satisfaction levels.

CONCLUSION

The quality of service provided by the Social Security Agency for Health at the Tugu Public Health Center is quite good based on the average results across all calculated dimensions, which is 2.7. However, the service quality is not yet fully optimal. This is evident from the results of several indicators that do not meet the standards of the Tugu community for healthcare services.

Factors hindering service quality include limited human resources, inadequate facilities and infrastructure, and slow processes and procedures at the Tugu Public Health Center in Cimanggis District, Depok City. These factors hinder the improvement of good, effective, and efficient service quality for patients at the Tugu Public Health Center. The institution's efforts to improve service quality include strengthening human resources, upgrading facilities and infrastructure, optimizing processes and procedures, enhancing communication and information, and monitoring and evaluating service quality at the Tugu Public Health Center.

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