

Evaluation of the Health Service Administration System in Improving Service Quality at the Bontonompo 1 Health Center, Gowa Regency

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Article Info	ABSTRACT
<p>Keywords: Health Administration, System Evaluation, Health Services, Bontonompo at Community Health Center.</p>	<p>Health service administration is an important foundation in supporting the quality of services in primary health facilities such as community health centers. This study was conducted to evaluate the effectiveness of the administration system at the Bontonompo 1 Community Health Center in Bontoramba Village, South Bontonompo District, Gowa Regency, which includes aspects of efficiency, completeness of documents, utilization of information technology, staff competence, and patient satisfaction. This study aims to evaluate the health service administration system at the Bontonompo 1 Community Health Center in Gowa Regency. The evaluation was conducted based on several main indicators such as service efficiency, completeness of documents, utilization of information technology, staff competence, and patient satisfaction. The research method used was a quantitative descriptive approach with a survey approach to patients and community health center employees. The results showed that most indicators of administrative efficiency were classified as good, such as completeness of documents and the conformity of medical record data. However, problems arose in the long waiting time and the still low utilization of the digital patient information system. In addition, although the level of patient satisfaction with the friendliness and speed of service was quite high, the clarity of information and service flow still needed to be improved. Staff competence also indicated the need for further training, especially in the use of information technology and understanding of administrative regulations. It is recommended that improvements be made to the queue management system, strengthening of administrative HR training, and comprehensive implementation of information technology to improve the quality and efficiency of services.</p>
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INTRODUCTION

The health service administration system is a fundamental component in the implementation of effective, measurable, and sustainable primary health services. Structured and efficient administration is not only a technical support for the smooth running of medical services, but also plays a direct role in improving patient satisfaction, accuracy of data recording, process

transparency, and optimization of the use of available resources. In the context of public services in health centers, the administrative system plays a strategic role because it determines the extent to which accessibility and quality of health services can be enjoyed by the community equally. A good system will ensure that the entire flow of services, from patient registration, medical record management, drug distribution, to health reporting, runs according to procedures, quickly, and without obstacles.

Puskesmas, as the spearhead of health services at the sub-district level, bears a great responsibility in ensuring the implementation of quality basic health services. However, in the field, various administrative problems are still found that hinder performance. Slow registration processes, delays in patient data input, lack of use of information technology, and limited competent administrative personnel are often obstacles. These challenges not only impact internal efficiency, but also affect public perception and level of trust in the health services provided. Long waiting times, inaccurate data, and convoluted procedures have the potential to reduce people's motivation to take advantage of existing health facilities.

Health administration services are actually the "backbone" that supports the smooth operation of medical services. The success of public health programs, whether promotive, preventive, curative, or rehabilitative, is highly dependent on the quality of the administrative system that supports it. The Bontonmpo I Health Center, as one of the first level health facilities in Gowa Regency, has a very significant role in providing primary health services for the community. Its strategic location and wide coverage of its work area make this health center a central point for access to health services in the area. Therefore, a thorough evaluation of the administrative system implemented is an important step to assess the extent to which the system is able to support health service goals, identify existing weaknesses, and formulate improvement strategies that are relevant to the needs of the community and the development of health information technology.

In the current era of digital transformation, optimizing health service administration is not only a technical need, but also a strategic demand. The integration of information technology, the implementation of computerized health information systems, and the strengthening of human resource competencies in the field of administration are the keys to improving the quality and competitiveness of health center services. Without planned and sustainable improvements, the optimal service potential will not be achieved optimally. This research is here to critically examine the administrative system that applies in the Bontonmpo I Health Center, with the hope of providing applicable recommendations for improving the quality of primary health services in Gowa Regency.

METHOD

The research method used in this study is the quantitative descriptive method. This approach was chosen because it is able to describe phenomena systematically, factually, and accurately based on numerical data collected in the field. Through this method, researchers can measure, analyze, and explain the conditions that occur in the research object without manipulating variables, so that the results reflect the actual situation.

The population in this study includes all administrative officers and patients at the Bontonombo 1 Health Center. From this population, researchers assigned a sample of 30 respondents, consisting of 10 employees and 20 patients. Sample selection is carried out purposively, which is a sampling technique based on certain considerations relevant to the purpose of the research. In this way, the selected respondents are expected to provide accurate, in-depth information, and in accordance with the problems being studied.

The research instruments used included three types, namely questionnaires, direct observations, and semi-structured interviews. The questionnaire was used to collect quantitative data on respondents' perceptions, experiences, and assessments of health service administration at health centers. Direct observation is carried out to objectively record the situation and conditions that occur in the field. Meanwhile, semi-structured interviews are used to obtain additional information that is not revealed through questionnaires, thus providing a more comprehensive understanding of the research object.

The collected data was analyzed using quantitative descriptive analysis techniques. The analysis process is carried out through data tabulation to make it easier to group information, as well as percentage calculation to see the distribution of respondents' answers. The results of this analysis are expected to provide a clear, measurable, and easy-to-understand picture of the quality and effectiveness of health service administration at the Bontonombo 1 Health Center.

RESULTS AND DISCUSSION

Table 1. Administrative Service Efficiency Level

Yes	Indicators	Percentage (%)
1	Speed in the registration process	72%
2	Availability of patient documents	85%
3	Medical record data compatibility	78%
4	Service waiting time	60%
5	Satisfaction with service	75%

Table 1 shows that most of the efficiency indicators are already at a good level, particularly in the availability of patient documents (85%) and the suitability of medical record data (78%). This indicates that the documentation procedure at the Puskesmas has been quite organized. However, the waiting time for services is still low (60%), indicating that the queue process is still manual or has not been optimally managed.

The results show that the efficiency of the service is quite good, but the waiting time is still the main complaint from patients. Manual systems in some processes such as registration and recording of medical records cause delays. The implementation of the health information system (SIK) has also had an impact on the slow processing of patient data.

Table 2. Utilization Rate of Information Technology

Yes	Aspects Assessed	Average Score (%)
1	Use of computers for administration	68%
2	Patient information system	55%
3	Device availability	70%

4	Employee training	50%
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As seen in Table 2, the technology utilization score is still below expectations, with the patient information system only getting 55%. This can be due to a lack of technical training or limited hardware available. This condition is the main obstacle in the process of digitizing administrative services which can actually speed up and simplify the service process.

Table 3. Patient Satisfaction with Administrative Services

Yes	Service Aspect	Very satisfied (%)	Satisfied (%)	Dissatisfied (%)
1	Registration speed	20	55	20
2	Hospitality of administrative officers	35	50	10
3	Availability of service information	25	45	20
4	Clarity of service flow	15	60	20
5	Cleanliness of the administration room	30	50	15

Table 3 shows that the majority of patients are satisfied with the administrative service, especially in terms of the friendliness of the staff (35% very satisfied and 50% satisfied). However, negative perceptions still appear in the aspect of clarity of service information, of which only 25% are very satisfied and 20% are less satisfied. This indicates the need to improve information media, such as visual service instructions, banners, or user-friendly digital information systems.

The majority of patients are satisfied with the administrative services, especially in the aspects of staff friendliness and cleanliness. However, the clarity of information and service flow is still a concern, considering that 30% of respondents feel lacking or dissatisfied.

Table 4. Evaluation of the Competency of Administrative Officers

Yes	Competency Indicators	Percentage Meet (%)
1	Understanding administrative flows	80%
2	Computer usability	65%
3	Data input accuracy	70%
4	Responsiveness to patients	75%
5	Understanding of administrative regulations	60%

Table 4 shows that the competence of officers still varies. Although the understanding of administrative flows is good (80%), technical skills such as computer use are still moderate (65%) and understanding of regulations is only 60%. This is an important indicator that capacity building through periodic training is needed so that administrative personnel are able to adapt to the development of modern service systems. The competence of officers in general is in the category of sufficient. Technical skills such as the use of computers and understanding of administrative regulations still need to be improved.

Table 5. Level of Administrative Officer Compliance with Standard Operating Procedures (SOPs)

Yes	Aspects Assessed	Compliance Percentage (%)
1	Implementation of patient registration procedures	85%

Yes	Aspects Assessed	Compliance Percentage (%)
2	Systematic archiving of documents	75%
3	Accuracy in recording patient data	80%
4	Use of the official form format of the puskesmas	70%
5	Periodic administrative reporting	65%

The results in Table 5 show that most administrative officers have complied with the applicable standard operating procedures (SOPs), especially in the process of patient registration (85%) and data recording (80%). However, the level of compliance is still low in regular administrative reporting (65%) and the use of the official format of the health center (70%). This can be caused by a lack of routine supervision, the absence of information system-based monitoring, or weak socialization of the latest SOPs. Improving compliance with SOPs is essential to maintain consistency in service quality and administrative accountability.

CONCLUSION

Based on the results of the evaluation, it can be concluded that the administrative system at the Bontonompo I Health Center has been running quite effectively in supporting the smooth running of health services, but there are still a number of aspects that need improvement, especially in the field of digitalization and service time efficiency. The current administrative process is able to meet the basic needs of services, but it is not fully optimal in utilizing technology to speed up and simplify workflows. This has an impact on the relatively long waiting time and the potential for administrative errors due to the manual recording process. Therefore, strategic steps are needed in the form of improving the competence of administrative personnel through routine training, as well as the implementation of adequate information technology to support the quality and speed of service. As a follow-up, it is recommended that the Bontonompo I Health Center develop a digital queuing system that can reduce patient waiting times while improving service regularity. In addition, providing regular training to administrative staff regarding the use of information technology will help improve their skills in operating digital-based systems. Supporting facilities and infrastructure such as computers, administrative software, and a stable internet network need to be equipped so that the digitization process can run optimally. Finally, the preparation of more efficient and standardized administrative Standard Operating Procedures (SOP) will be a clear work reference for all officers, so that the quality of administrative services at the Puskesmas can be continuously improved.

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