

Quality Service at Dekai Hospital Yahukimo District Papua Province

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ABSTRACT

Background: Service quality is an important aspect in fulfilling patient health services that can improve patient satisfaction that is influenced by professionalism and ability, attitudes and behavior, ease of access and flexibility of health workers, reliability and trust, tangible conditions, reputation and credibility.

Objective: To find out service in the Dekai District of Yahukimo Hospital.

Research Method: Qualitative study was conducted in September 2018 at Dekai Hospital. The population in this study were employees of the Dekai Hospital and informants as many as 14 people and 4 informants from patients. Data analysis was carried out qualitatively.

Research results: Professionalism and the ability of employees in the quality of health services are generally good. Attitudes and behavior are still found to be lacking in service delivery. The ease of access and flexibility related to the quality of service is quite good and the one who becomes a delay is the lack of transportation facilities, making it difficult for people to access health services. Reliability and trust are quite good with integrated with BPJS and KPS. Tangible related to service quality with education and training for officers as well as facilities and infrastructure in service. Reputation and credibility related to the quality of services at the Dekai District of Yahukimo Hospital is quite good with increasing numbers of patient visits with increased human resources, facilities and infrastructure.

Keywords: Quality Service, Health Employee, Hospital

1. INTRODUCTION

The quality of services at the Dekai Hospital is a serious challenge for hospital leaders and employees in Dekai Hospital. The results of the temporary field observations from the researchers showed that patients still often ignored the alertness of medical personnel in handling community complaints, medical personnel often delayed medical treatment for a long time, still lacked service facilities, and limited medical personnel, especially Specialists. So that between the expectations and reality felt by consumers or patients of the General Hospital still need to improve the quality of service.

According to Anthony and Govindarajan (2012), the assessment of performance (performance appraisal), which is an evaluation of the service quality in terms of employee performance by comparing the actual results with those desired. Based on this evaluation, managers determine objective decisions regarding compensation, promotion, the need for additional training, transfer, or termination. The performance measurement system is only a mechanism that improves the possibility that the organization will implement its strategy successfully. The research conducted by Cahyono (2012) that the quality of hospital services is not only determined through the fulfillment of the input and process components as assessed in accreditation, but good quality requires the achievement of the best results for patients, employees and the organization of the hospital itself. Accreditation is an important

part of realizing hospital commitments in quality assurance, but hospitals must not stop to continue to carry out integrated quality management efforts.

According to Bustami (2012), other factors that are also used by consumers to measure service quality are the outcome, process, and image of the service which is translated into six elements including professionalism and skills (attitudes and behaviors), attitudes and behaviors, ease of access and flexibility (Accessibility and flexibility), reliability and Trust and trustworthiness, Recovery and reputation and credibility (Reputation and credibility). Patient satisfaction report data conducted by Dekai Hospital in 2017 found 70% of patients stated that they were quite satisfied with the service. This shows that patient satisfaction with service quality has not matched the standard service indicators set at 90% according to Permenkes 129 / Menkes / SK / II / 2008. Patient satisfaction complains about the services provided by health workers. Based on the description of the problem above, the author was interested in conducting a study entitled "quality of service in the Dekai Regency Yahukimo Hospital (qualitative study)".

2. MATERIALS AND METHODS

A. Type of Research

This type of research is qualitative descriptive research. According to Syaodih (2008) in Pongtiku, et al (2016) that qualitative research is a study aimed at describing and analyzing phenomena, events, social activities, attitudes, beliefs, perceptions, thoughts of individuals individually and in groups ". This type of research is qualitative with a case study approach, which is a method of research conducted with the aim of describing the problem that occurs to conclude the image objectively (Swarjana, 2013). The focus on research to understand factors related to service quality includes professionals and abilities, attitudes and behaviors, accessibility and flexibility, reliability and trustworthiness of health workers, tangible

conditions and the reputation and credibility of health workers to patients.

B. Place and Time of Research

1. Research Place

This research was conducted at the Dekai District of Yahukimo Hospital

2. Research Time

This research was conducted in September 2018.

C. Informant

The selection of informants is done by using a snowball sampling technique, namely the selection of sampling based on the involvement of informants who know the problem clearly, can be trusted to be a good source of data and able to express opinions well and correctly (Swarjana, 2013). Informants are sources of information who know for sure the events or events related to the research variables include professional services and abilities, attitudes and behaviors, ease of access and flexibility, reliability and trust, improvement and reputation and credibility. The number of informants obtained were 16 informants, namely 1 Director of the Dekai Hospital, 1 Head of the Medical Services Section, 3 Heads of Room and 3 health care staff members, 1 IGD Head, 1 Installation Study Head, 2 doctors and 2 patients.

3. RESULTS

3.1. Professional and Ability

According to Zeithaml-Parasuraman-Berry (Muninjaya, 2011), to find out the quality of services perceived by the measurement indicators that are located on the quality of service are professional officers and officers' ability to provide optimal service. This criterion is related to the outcome, namely the rate of recovery of the patient. Customers realize that health services are produced by Human Resources (HR) who has different professional knowledge and skills. The health service provider institution must guarantee the reputation of nurses and other health workers working in these health care institutions (Bustami, 2012).

a. The patient's recovery rate

Based on the results of interviews about the level of recovery of patients as quoted in the following interview. During this time the recovery rate is quite good, seen from the length of time patients are treated between 4-6 days, besides that the level of NDR and GDR or death is quite low showing a pretty good performance (Informant 1), The recovery rate is quite good, even though there are some patients who have long been cured because of the lack of patients who are obedient in treatment such as some pulmonary TB patients that cause the patient to recover a long time (Informant 2), The cure rate is quite good seen from the length of stay between 3-6 day, also a low mortality rate of around 0.2% of the number of patient visits that came (Informant 3), The recovery of patients was quite good, there were some patients who had indeed recovered, due to quite chronic diseases and facilities and infrastructure. does not support in the service of these patients (Informant 4), ... In general, handling diseases can be overcome easily and quickly, some patients who come often late can affect the patient's recovery rate, s other than the type of illness of patients who are already in a severe condition (Informant 6), ... The patient's well-being is quite good in general, but there are also patients who have difficulty recovering, because he is also sick, which is already worrying or severe. New cannot be served here, so the patient is referred (Informant 7), ... Healing of patients is quite good, on average patients who are treated between 5-6 days, because the drug also supports treatment (Informant 8),

Based on the results of the interview, it was concluded that the rate of recovery of patients, especially inpatients, was quite good with an average treatment duration of 5-6 days which was supported by investigations in treatment.

b. Work professionalism

To realize the vision of the Dekai Regional General Hospital, then in providing health services to the community

with good quality, it is necessary to have a professional workforce / employee who works well. Based on the results of interviews about work professionalism as quoted in the following interview.

I still need work professionalism to be improved, because there are indeed several obstacles, such as the lack of employee job satisfaction, because some parts of the nurse or employee here are contract workers, so this is also an obstacle, because the cost of living here is quite high for employees (Informant 1), ... Work professionalism in general is sufficient, they hear and carry out in accordance with the management of the hospital, but there are also some obstacles, because the employees who leave, usually the employees are contracted, because indeed the salary is quite small, so is that make an influence on services provided such as late or absent, not work discipline (Informant 2)

Work professionalism is still lacking, especially the staff or nurses who are contracting or new, because usually the newly graduated nurses try to enter here after graduation and still lack experience (Informant 3), ... My professional workmanship is quite good, but there are other factors that affect nurses' performance, especially contract workers, besides that, existing contract workers are young and have minimal experience (Informant 8)

The professionalism of work in laboratory examinations is quite good, because the analyst staffs here are trained personnel, and there are also permanent staffs (Informant 5)

The nurse's ability is quite good because there are doctors who supervise (Informant 9), ..The ability of the pharmaceutical staff here is quite good because there are pharmacy staffs and enough experience (Informant 10)

If the medical record data is often problematic, there is no special staff with education that is in accordance with the medical record (Informant 11)

c. The ability of officers to provide services

Work consistency and the ability of service providers to want an increase in the number of patients, then improvements to the services provided to recipients of services need to be carried out immediately. Based on the results of interviews about workability as quoted in the following interview. The ability of officers in workers is quite good in service, this I see from the results of performance reports in inpatient and outpatient services that are appropriate in the service. Indeed, there are some parts that are still being addressed, especially in administrative services such as patient referrals as well as services to patients in care, because patients who come also mostly indigenous people here are not well understood Indonesian, so I always stress the importance of approaching and full patience with the community in service (Informant 1). The ability of the nurses to implement is quite good, at first we were in trouble, how to service patients, because sometimes we did not understand the language, so we followed the standard operating procedures (Informant 6), .. The officers' ability to serve patients (Informant 13) , ... Officers are able to work and try their best, but there are still some who are lacking, because many ordinary people are not satisfied at work (Informant 14)

The ability of the officers in laboratory services is quite good, only for electromedical power that is not available, so that if there is a damaged device it makes it difficult in the inspection, but in general the analyst's performance is quite good (Informant 5)

Based on the results of the interview, it was concluded that Informant said that the ability to work for existing employees was still lacking due to employees who were new contracts / volunteers and guidance was conducted by supervision by seniors or employees who had long worked in service so that they had increased ability to provide services place time in the service section of the school, but there is still a problem in the medical record service.

3.2 . Guarantee in providing services to patients

Guarantees in this study are intended to find out the extent to which employees provide healing to patients as quoted in the following interview below.

Hospitals always try to provide guarantees by providing facilities including facilities and infrastructure to service patients, so compliance, examination and treatment can be fulfilled, this is also seen from the success or lack of a low mortality rate (Informant 1)

Guarantees provided by the hospital are in accordance with hospital standards, if there are things that cannot be handled, we refer to getting more adequate service facilities (Informant 2), ... Guaranteed medical treatment and silvery services are quite good, this is also supported by the availability of medicines - Adequate medicine (Informant 3), ... Guarantees in providing good service, because hospital facilities or needs are continuously improved (Informant 4), ... We work as implementing staff to meet all patient needs, we provide information and motivation to the patient and family in the treatment of patients (Informant 6), ... Guarantees are quite good in providing services to patients (Informants 7), ... Guarantees in health services provided are quite good, patients here are also in accordance with the number of available staff so that it can be served well (Informant 8)

Here the obstacle is usually if there are consumables that are used up or there is a broken tool, so sometimes we give information to the doctor if there is something that cannot be examined, so there are only a few diagnoses that can, and adjusted for complaints for treatment (Informant 5). We guarantee the emergency services, because a lot of patients we treat that are emergency can be resolved immediately and continued to be hospitalized (Informant 9)

Based on the results of the interview, it was concluded that hospital management provided assurance and certainty about the

patient's recovery. This matter was recognized by 6 informants that officers provided guarantees in nursing service to patients both outpatient and inpatient and ED services. For general diagnosis, it can be done according to the standard type D hospital services. In addition, there is a guarantee in the medical preservation system for well-recorded patients.

3.3 Attitudes and Behavior

Criteria for staff attitudes and behavior will relate to the service process. Customers of health care institutions will feel that hospital nurses have served them well according to service procedures. This situation is shown by positive staff attitudes and behaviors that will help users of health services overcome complaints of illness (Bustami, 2012).

a. The attitude of staff employees is there

The attitude of staff or employees in improving the quality of service as quoted in the following interview below. I still understand the attitude of some employees who are still low in working or serving patients, some are also rich who feel forced to work, because they feel they are not in accordance with the wages they receive, so they work rather slowly in doing services (Informant 3). there is still something to be improved especially in the service to patients how to provide fast and sincere service (Informant 4), .. The attitude of some employees is something that needs to be addressed, especially in working (Informant 6), .. The attitude of some employees is still Not yet in line with expectations, I see that working rather slowly or not wholeheartedly (Informant 7), ... The attitude of employees of some employees is not good, so sometimes there are disputes between fellow employees about the implementation of work, because there are those who are dissatisfied with the results of work and the wages he receives. (Informant 8).

The attitude of staff employees in laboratory analysts is quite good, they are able to carry out their tasks well (Informant 5) Based on the results of the interview, it

was concluded that the attitude of staff or employees was still felt lacking in providing services to patients. The lack of attitude is caused by a lack of job satisfaction for the wages he receives, especially for contract / honorarium workers or volunteers. While one informant said the attitude of employees was good and able to carry out their duties well. Likewise with the counter in providing information including if the doctor is unable to attend. Recognition of two informants in doing their work and there is a need that is not good in health services.

b. Staff behavior with the service process in helping patients

The behavior of staff or employees in the process helps patients as quoted from the following interview below. Staff behavior is indeed still not good, so we always remind each other that there are patients who like to choose, we keep trying to help with the best service (Informant 6), ... The behavior of officers is quite good, sometimes there are communication problems, so we have to talk saddle so that it is easy to understand usually if there is an administrative affair which usually makes it difficult for patients, especially patients from the local area (Informant 7), The behavior of some pegawai who are less commendable in service sometimes does not want to know the patient's condition lack of empathy for patients (Informant 8)

The behavior of the staff here is quite good, because there is considerable cooperation in providing services to patients (Informant 5).

Staff behavior is good in service, sometimes there is miscommunication with patients, because they say there is a wrong action or how, because there are patients who scream, the family thinks we are making, so health workers who are well-informed (Informant 9) Staff here work quickly in serving recipes, giving understanding especially if the drug is used up or drugs are covered by JKN, because there are families who say all drugs are free, but not all (Informant 10)

Staff behavior is quite good, only the medical record storage room needs to be addressed, so the staff can arrange it well (Informant 11)

The staff members are quite good, because they are on time, if there is someone who is unable to attend other employees, because this is the first part of the list of patients (Informant 12) Unpleasant behavior is sometimes carried out by the officer, it's normal, the name of the work must also be a mistake and saturated, so sometimes it doesn't behave well but what I see is the employee's attitude towards the patient (Informant 13), ... and willing to provide information to patients kindly and also to the family (Informant 14). Based on the results of the interview it was concluded that the behavior of staff or employees was still felt lacking in helping patients and administration services. The same problem is due to the lack of job satisfaction for the wages he receives, especially for contract / honorarium workers or volunteers. While one informant said the attitude of employees was good and able to carry out their duties well. Recognition of two informants said that the services provided were generally quite good and friendly to patients and families.

3.4. Ease of Access and Flexibility

Service users will feel that the service provider institutions and systems are well designed to make it easier for users to access services in accordance with the conditions of service users (flexibility), which is adjusted to the patient's illness, distance to be traveled, service rates, and the patient's economic ability or family to pay service fees (Bustami, 2012).

a. Procedure in service

Service procedures are made to facilitate the delivery of services to patients. Service procedures have been made in the implementation of the work so that everything goes well, sometimes the obstacle is patient administration, because someone comes without a referral from the health center, but immediately comes to the hospital, then there is no data or identity

card such as ID card or medical card, this which makes it difficult to be able to enter the KPS for people here (Informant 1), Nursing service procedures run quite well, but the less common is the administrative procedure, because most patients who come have low education, so information about access must be informed. health services such as referrals from the new Puskesmas to the hospital, the lack of an identity that is owned also makes it difficult for employees here to complete administration especially patients who need to be referred to more adequate health facilities (Informants 2), ... Service procedures are available and appropriate, there are patients who don't understand we give information (Informant 3), ... delay procedure and there is already another part made by the hospital management in the service (Informant 4) There is a procedure in the registration window (Informant 12)

Based on the results of the interview, it was concluded that the service procedures already existed with the existence of standard operating procedures (SOPs) which were made to facilitate the provision of services to patients and information to patients and procedures in service and treatment.

b. Location and location of hospitals that are easily accessible

The location and location of the hospital are as follows:

The location and location of the emergency room is quite affordable because it is on the front, so all staff or families who know can go directly to the emergency room (informant 9), Pharmacy front and signboard, so patients are easy to find hospital pharmacies and installation locations pharmacy is also a room with a pharmacy (Informant 10) ... Location of medical record location in the back, so if there is medical record data that is sought we must go back first, to find available data, I think the location of the room is appropriate (Informant 11) , .. The location of the front and open counters for patients makes it easier for patients to register

(Informant 12), .. The location of the hospital to reach near the end is a suggestion that roads are inadequate for the community (Informant 13), The location of the hospital is quite far because of the difficulty of transportation, but for conditions or room plans it is appropriate to reach out to the relevant services to be integrated with others (Informant 14)

Based on the results of the interview, it was concluded that the informant acknowledged that the location and location of the hospital were easily accessible, but the constraints on means of transportation and road infrastructure had caused hospitals to be difficult to reach, especially in remote areas. The location of the location in the hospital from the statement of informants is easily reached and managed so as to facilitate access for patients and families in registering, laboratory diagnosis and in taking drugs.

c. Service rates

The cost of health services is increasingly increasing due to various factors include: inflation, changes in disease patterns, changes in doctor-patient relationships, increasing demand levels and the use of sophisticated medical equipment. High rates can reduce patient satisfaction so indirectly it will reduce the use of health facilities by the community in particular for those who are able.

Hospital service rates as quoted in the following interview below. Service rates are in accordance with existing service standards that have been set together, there are tariffs from BPJS as well as from general patients (Informant 1), .. Service rates are adjusted to conditions, service rates here are relatively affordable because drugs and other medical devices are still distributed from the health department or from APBD funds, so if the community is treated fairly cheaply besides that there are BPJS and KPS for the poor (Informants 2), ... The service tariff is easily accessible to the community (Informant 3), ... Cheap service rates, because they are subsidized by the government (Informant 4), ... Service

rates here are cheap, because the economy of the people here is also low, more use of BPJS and KPS services (Informant 5), ... Cheap service rates because there are BPJS and KPS (Informant 6). Cheap for public and private patients (Informant 7), ... Very cheap because it has been integrated with BPJS and KPS (Informant 8), .. Cheap and affordable service rates by the community

Based on the results of the interview, it was concluded that the informant admitted that the service tariff provided by Dekai Regional Hospital was cheap because it was still subsidized by the government and integrated with national health insurance such as BPJS and KPS.

d. Collaboration with JKN

Collaboration with JKN in health services for patients as quoted in the following interview below. We collaborate with BPJS and KPS in community services (Informant 1), ... Cooperation with BPJS and KPS from local governments (Informants 2), ... There is cooperation with BPJS and KPS (Informant 3), ... There is cooperation with BPJS and KPS (Informant 4), ... There are KPS for asapapua people and also BPJS for non-Papuan people (Informants 5), ... There are KPS and also BPJS in financing medical expenses for the community (Informant 6). . There is KPS and also BPJS is a guaranteed community for treatment (Informant 7), There are KPS and also BPJS in treatment services for patients (Informant 8)

Based on the results of the interview it was concluded that cooperation with JKN by collaborating with BPJS and KPS in health services and treatment.

b. Provision of medication and treatment for patients

Provision of drugs is crucial in service, the lack of drugs can affect the service of patients as a quote following interview below.

Provision of our medicines through planning uses the catalog and we report it to the health office for drug requests (Informant 1), ... Provision of drugs is in accordance with the epidemiological and

consumption problems used, because the drugs that come are also quite long because they use air transportation, so order drugs it must be enough, but we don't usually order the medicine ourselves, because there are some drugs that are also not in the e catalog, usually the doctor's request (Informant 2) Provision of medicines is sufficient for patients because there are pharmacies here too, if there are less pharmacies outside (Informant 3)

Provision of drugs is always fulfilled for patients, because while serving as an inpatient the drug is always available, except for patients who receive referrals (Informant 4), ... Provision of drugs here is also quite complete according to existing standards and generally drugs that are widely used (Informant 6), ... Medication is enough, if not usually patients are recommended to buy outside, but if the drug is not usually ordered (Informant 7), ... Medicine is sufficient for BPJS and KPS patients (Informant 8)

Treatment cards and other form sheets are sufficiently available to all patients (Informant 11) Provision of medicines is sufficient and is able to meet the demand for patients (Informant 13), .. Medicine and treatment services are quite good and the stock can meet all patients (Informant 14) Based on the results of the interview, it was concluded that the existing drugs were planned to use e-catalog and be executed by the health department in distribution. The availability of medicines is quite adequate because it uses consumption and epidemiological methods in ordering drugs and if there is insufficient medication available at the pharmacy around the hospital as well as the availability of medical cards for adequate patients.

3.5. Reliability and Trustworthiness

Users of health services do not understand the risks they face if they choose the services offered by nurses. The patient and his family have fully trusted the nurse who will accompany the doctor in the

nursing action, because of his experience and reputation (Bustami, 2012).

a. Reliability and trust in service

Constraints to care in providing trust to patients are important in the ministry as quoted from the following interview below. The officers here are quite good at work and provide guarantees for patients who are taking medication, this is also seen from the average number - hospitalizations between 3-5 days. This shows that the patient's recovery rate is quite good (Informant 1), ... The officers here are quite good at working so that they can be trusted in work, so training continues to be given to officers in medical training (Informant 2), ... The officers here are enough reliable in servicing patients even though some have not been maximized due to new contract workers, so it needs a process to improve their ability to work (Informant 3) Many people are happy with the emergency services that are fast, if there are complaints usually only communication problems that are not understood by patients or family and issues overcome (Informant 9)

Based on the results of the interview, it was concluded that the reliability of officers was quite good, but it was still not optimal because of the lack of experience by the new counter / honor workers. Whereas in analyst services it is still felt that there is still a lack of analyst staff. In addition, the community hopes to improve the quality of hospital services, especially in communication to patients, most of whom are indigenous people in the local area.

b. Total workforce

The amount of adequate human resources is very supportive in health services, as quoted in the following interview below. The amount of available workforce is still lacking, judging from the number of patient visits, the number of permanent employees is 92 people, the rest are contract / honorarium employees or voluntary. contract / honor workers often go in and out, thus reducing the quality of service (Informant 1), The number of workers is still lacking, because in a day the

patient reaches an average of 700 -800 people, besides that counter / honorarium workers often come in and out, because lack of costs for those who cause job dissatisfaction. This adds to the burden on other employees, so we continue to propose in the demand for employees to remain here (Informant 2), The number of employees in the inpatient room is still lacking, because some of the staff sometimes do not enter and some come out especially contract workers / honor especially volunteers, (Informant 3), There is still a lack of available staff when viewed from the average visit reaching up to 700 people, so there is still a need for additional personnel (Informant 4), .. The existing staff is still minimal, if one shift works 5-6 people if it is afternoon for 1-2 people on duty, this is a problem due to lack of workforce (Informant 6), .. The existing labor force is still lacking (Informant 7), Still lack of workforce available (Informant 8) Analysts are still very minimal, let alone no electromedical staff (Informant 5) The counter staff is very adequate, because the tasks are not many and not heavy (Informant 12)'

Based on the results of the interview, it was concluded that all informants stated that the number of available staff was still less when compared to the number of patients and the lack of analysts and medical record staff with medical records.

c. Availability of doctors

The availability of doctors is quoted from the following interview below.

The availability of doctors is inadequate in the treatment services of general practitioners, dentists and specialists, which is a problem if the doctor is in service or outside activities (Informant 1), ... If the availability of doctors is sufficient, for the future doctors will still need others, because sometimes there is no doctor at the place if the doctor has outside activities while the patient needs the doctor (Informant 2), The doctor is still minimal, especially if the doctor is unable to attend (Informant 3), ... Still lacking doctor

(Informant 4), ... Doctors are still minimal (Informant 5), Doctors are still lacking, so that the action services are usually if there is no doctor via telephone for how to take action and we follow the instructions (Informant 6), ... Specialist doctor is still lacking, there still needs to be an increase in the number of doctors (Informant 7), ... There is a need for an increase in the number of doctors (Informant 8), .. Doctors need to be added (Informant 5), .. Availability of doctors is not particularly specialist (Informant 13), ... Still lack of doctors here, especially specialists (Informants 14)

Based on the results of the interview it was concluded that the availability of doctors is still minimal, especially if doctors are unable to attend because there are activities or training, so that services to patients are continued by nurses via telephone in carrying out actions in accordance with their authority.

3.6. Tangible

Customers do realize that there are mistakes or risks due to medical actions taken, but service users believe that service provider institutions have made improvements to the quality of services offered to the public to reduce medical risks that patients will receive (Bustami, 2012)

a. Provision of facilities and infrastructure

Facilities and infrastructure are very supportive in service to patients as follows from the following interview below. The provision of facilities and infrastructure continues to be improved because some are still lacking and need repairs, especially medical devices, if the building is just maintenance because the existing building is still new and the plan will be the addition of new buildings for additional services (Informant 1). Facilities and facilities are sufficient to support the service to patients, while patients who cannot be served will be referred to according to the referral mechanism for patients (Informants 2), ... Facilities for inpatient services for patients are sufficiently supportive, because every year there are changes or additions to

equipment and infrastructure in health services (Informant 3), ... The service facilities are quite adequate for patients who are outpatient, there are drugs, there are also medical devices that support them (Informant 4), ... The facilities are adequate in the service of counters for patients (Informants 12)

Laboratory facilities and infrastructure are quite adequate, which is sometimes difficult for water, if tools and consumables are available (Informant 5)

Facilities and infrastructure are sometimes used up such as consumables such as underpants, handsets, so we always use it efficiently (Informant 6), ... Facilities and infrastructure are quite adequate, which is not recommended for purchases outside because there are also pharmacies around the house sick (Informant 7), ... Infrastructure facilities are quite adequate, although sometimes there are things that are lacking, but they are implemented well (Informant 8) Based on the results of the interview it was concluded that the availability of doctors is still minimal, especially if doctors are unable to attend because there are activities or training, so that services to patients are continued by nurses via telephone in carrying out actions in accordance with their authority. In addition to storing medical records there is a lack of file storage shelves.

b. Education for health workers

In an effort to improve the quality of service, hospital management implements education for health workers or employees at the Dekai Regional Hospital as follows from the following interview. Education for staff or employees who are here is constantly being improved, usually we collaborate with universities for study assignments or permits, but if they are public lectures and require a long time, we recommend learning assignments, many of them study at the jayapura polytechnic or uncen jayapura (Informant 1), ... Education here is still planned in accordance with the available staff, who are given education are usually permanent employees, whereas if

the training for all applies to employees and trusted contract workers (Informants 2), ... Education goes well, all is not there is a problem (Informant 3). Our education is given the opportunity to attend education for all employees, except for contracts, but usually contract workers also ask for education with the consequence that if they are finished they can serve back to the workplace without guaranteed tuition except for permanent employees (Informant 4).

For laboratory personnel there is no education, except training (Informant 5) There is education for employees who are participating in education (Informant 6).

Education has been running but not evenly distributed to other employees (Informant 7) Education exists, only all of them have not attended education (Informant 8) Training is available every year for some medical staff and doctors (Informant 9) there is provision of education for workers who are included to continue their education (Informant 10) There is, but what is important for the school is the medical record section (Informant 11). There is for officers to attend education (Informant 12). Education for health workers exists and is taken care of by management in this area (Informant 13), ... There is education for health professionals (Informant 14). Based on the results of the interview, it was concluded that education had been given to employees, especially permanent employees, but not evenly distributed. in addition, one informant said that there was no equal education for the available staff except the analyst section who received training.

4. DISCUSSION

4.1. Professional and Ability

The purpose of the Dekai Regional General Hospital is to improve the human resources and professionalism of employees in providing health services. The results of the study show that in the professional capacity of employees seen from the recovery of patients from the Dekai Regional Hospital report from the last five

years (2013 - 2018) the average duration of treatment for patients between 5-6 days. Based on the interview results, the average ability and professionalism of employees in the quality of service suggests that the rate of recovery of patients, especially inpatients, is quite good with an average treatment period of 5-6 days which is supported by investigations in treatment.

Generally, what often appears in the public eye is the service provided by service officers. Service officers are the frontline spearheads who face the public directly, so they need professionalism and know how to provide the best service for the community. According to Lovelock and Wright in Hardiyansyah (2011) there are 4 (four) core functions that service providers must understand, including: a) Understanding the ever-changing public perceptions of the value and quality of services or products b) Understanding the ability of resources to provide services, c) Understanding the direction of the development of service institutions so that the values and qualities desired by the community are realized, and d) Understanding the functions of service institutions so that the value and quality of services / products is achieved and the needs of each staffer are met.

Based on the results of interviews of professional actions and the ability of employees to declare that work professionalism is still felt to be lacking especially in employees or contract workers, honorary and voluntary workers. Informants stated that the halt was caused because contract workers were generally new and had small wages, which affected their performance. Whereas in laboratory services and work professionalism counters it is quite good as well as in emergency services because of the supervision of doctors. According to Nawawi (2011), rewards or wages are a reward that can foster feelings of acceptance (acknowledged) in the work environment, which touches compensation aspects and aspects of relations between workers with each other ". Managers evaluate the results

of individual performance both formally and informally. In other words, reward is everything in the form of an award that pleases feelings given to employees with the aim that these employees always do good and commendable work.

The lack of incentives or wages given to Ppegaai or contract workers and honorariums cause work uncertainty. The results of Rosdiana's (2017) research on job satisfaction at Bhayangkara Jayapura Hospital revealed the same thing that the salary component caused employees to be dissatisfied in giving bonuses and incentives. Bonuses and incentives are direct types of financial compensation in addition to salaries and wages. Giving bonuses and incentives is one form of hospital appreciation for employee performance and performance so that employees can improve and maintain their work performance.

4.2. Attitudes and Behavior

Saiap and behavior indicate a condition or respect that is in the employee's rules and regulations. The problems of employee discipline in organizations both superiors and subordinates will give a pattern to organizational performance. Organizational performance will be achieved if individual and group performance is improved (Hasibuan, 2012). The research results were obtained from interviews from informants' statements that the attitude of staff or employees was still felt lacking in providing services to patients. The lack of attitude is caused by a lack of job satisfaction for the wages he receives, especially for contract / honorarium workers or volunteers. While one informant said the attitude of employees was good and able to carry out their duties well. Likewise with the counter section in providing information including if the doctor is unable to attend.

The goal of performance according to Hasibuan (2012) is the proficiency of the ability of new tasks intended to improve the results of performance and activities, proficiency of new knowledge which will help employees with complex problem

solving activities to make decisions on tasks, proficiency or improvement in attitudes toward co-workers with one performance activity, target performance improvement activities and improvements in service quality.

Some employees whose attitudes and behavior are lacking in work due to job dissatisfaction by employees are caused by high needs in Dekai District. The lack of salary or wages for contract workers / honorariums makes it difficult for employees to fulfill their hydraulic needs which affect their performance, especially their attitudes and behavior at work.

Amir's (2016) research at the Nunukan District General Hospital in North Kalimantan revealed that one of the factors that affected the low quality of service was due to a lack of job satisfaction by employees in providing rewards to their employees.

4.3. Ease of Access and Flexibility

Health is a public service sector that feels the most dilemmatic situation, considering this sector is very loaded with social and humanitarian functions. It can be said, the performance of public health services cannot be measured economically. Moreover, the accessibility of citizens to get health services is protected by the Basic Law based on the principle of justice (equity) and equality.

The results of the study show that the informant admitted that the location and location of the hospital were easily accessible, but the constraints on means of transportation and road infrastructure had caused hospitals to be difficult to reach, especially in remote areas. Location of the location in the hospital from the statement of the informant is easy to reach and managed so as to facilitate access for patients and families in registering, laboratory diagnosis and in taking drugs.

Yahukimo Regency has one government owned Aircraft Base located in the district capital, namely in Dekai. Transportation that connects Yahukimo Regency both between districts and between

districts in Papua Province is through air transportation. Overall, the average district in Yahukimo Regency has an airstrip. 46 percent are in good condition and can be used, while the remaining 54 percent are damaged so they cannot be used. The National Health Insurance (JKN) received funding from the Central Government and then backed up directly by healthy Papua cards in public health services in accordance with several factors that were a problem because in all of Papua land because some 60% of Papuan Natives were in villages to reach communities in directly finance KPS.

Health is a public service sector that feels the most dilemmatic situation, considering this sector is very loaded with social and humanitarian functions. It can be said, the performance of public health services cannot be measured economically. Moreover, the accessibility of citizens to get health services is protected by the Basic Law based on the principle of justice (equity) and equality (Dwiyanto, 2010). In this context, the Regional General Hospital (RSUD) Dekai as the leading operator of the public services in the health sector in the area often becomes the public's spotlight regarding the quality aspects of its services, especially for the poor. This is because the RSUD is a government organization that has a strategic role in improving the health status of the people in the region and in the provision of non-profit services, in the sense that this sector must prioritize social functions rather than its economic functions.

Unutk guarantees the quality of services and treatment for the community from the results of interviews that existing drugs are planned to use e-catalog and executed by the health department in distribution. The availability of drugs is sufficient because it uses consumption and epidemiological methods in ordering drugs and if there is insufficient medication available at the pharmacy around the hospital as well as the presence of adequate medical cards for patients. In addition, in the service action standardization of

standard operating procedures (SOP) has been standardized to facilitate the delivery of services to patients and information to patients and procedures in service and treatment.

The results of the study concluded that the reliability of officers was quite good, but it was still not optimal because of the lack of experience by the new counter / honor workers. Whereas in analyst services it is still felt that there is still a lack of analyst staff. In addition, the community hopes to improve the quality of hospital services, especially in communication to patients, most of whom are indigenous people in the local area. According to Muninjaya (2011), that reliability and trust include the ease of making good communication relationships and understanding consumer needs that are manifested in full attention to each consumer, serving consumers friendly and attractive, understanding consumer aspirations, communicating well and correctly and behaving fully sympathy. Based on the results of the interview, it was concluded that all informants stated that the number of available staff was still less when compared to the number of patients and the lack of analysts and medical record staff with medical records. Based on the results of the interview it was concluded that the availability of doctors is still minimal, especially if doctors are unable to attend because there are activities or training, so that services to patients are continued by nurses via telephone in carrying out actions in accordance with their authority.

4.4. Repair

The results showed that the availability of doctors is still minimal, especially if doctors are unable to attend because there are activities or training, so that services to patients are continued by nurses via telephone in carrying out actions in accordance with their authority. In addition to storing medical records there is a lack of file storage shelves. Based on the results of the interview, it was concluded that education had been given to employees,

especially permanent employees, but not evenly distributed. In addition, one informant said that there was no equal education for the available staff except the analyst section who received training.

The results of the interview concluded that the training provided was not evenly distributed, and there were even employees who were included repeatedly while other personnel were not included in the training. Based on the results of the interview it was concluded that efforts to improve the quality of human resources by raising or proposing contract employees to follow the formation of prospective employees remain in accordance with the formation of civil servant applications, in order to meet hospital accreditation standards. Whereas for laboratory service quality there are no electromedical personnel in repairing existing medical devices.

4.5. Reputation and credibility

The reputation and credibility of the Dekai Regional Hospital from interviews with informants said that the image of hospitals is generally quite good, but there are still complaints, especially the types of health services, because not all diseases can be diagnosed and managed at the Dekai Regional Hospital. In addition, the community's low understanding of procedures in service. This is because some people in low-educated work areas and communication problems make service procedures poorly understood by patients, thus giving rise to wrong perceptions and causing patient dissatisfaction'

Hospital images have attracted attention among model researchers conceptual is intended to answer the important role of brand image to the perceived value of customers. Imaging is an important stage for hospitals because it can encourage customer loyalty. The hospital image has a function as a liaison and guardian of the harmony of its relationship with their customers (Wu, 2011).

Wu's research (2011) shows that the image of hospitals has both direct and

indirect influence on patient loyalty. This indicates that the image of a good hospital not only increases patient satisfaction through direct patient loyalty, but also increases patient satisfaction through improving perceived service quality, which in turn increases the repeated intention of patient visits.

5. CONCLUSION

Based on the results of the study it can be concluded as follows:

1. Professional and employee ability in the quality of health services are generally good and there is a shortage of staff or contract employees who have minimal experience and wages that affect the quality of services provided
2. Attitudes and behavior are still found to be lacking in service delivery due to the problem of co-communication with patients.
3. Ease of access and flexibility with the quality of service at the Dekai Regency Yahukimo Hospital is quite good. The obstacle is the lack of means of transportation for the community in obtaining health services.
4. Reliability and trust in the quality of service in the Dekai District of Yahukimo Hospital is quite good with integrated with BPJS and KPS, so as to reach people with low income.
5. The state of tangible quality of service at the Dekai District of Yahukimo Hospital by providing education and training for officers and facilities and infrastructure in service.
6. Reputation and credibility with the quality of service at the Dekai District of Yahukimo Hospital are quite good with the increasing number of patient visits with increased human resources, facilities and infrastructure.

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