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# The Relationship of Standard Operating Procedures for Services at the Health Center to Community Satisfaction During the Covid-19 Pandemic in Kendari City

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### ABSTRACT

**Introduction:** When Covid-19 became a pandemic in Indonesia, it automatically changed the face of the administrative structure and work patterns within government agencies. Starting from the term physical distancing that is applied to the work process that has shifted, from working in the office to working from home. The development of online-based service, administration and coordination processes is starting to be pursued as much as possible in each government agency environment, both central government and regional government. This is what attracted the author to conduct research on the Relationship between Standard Operating Procedures for Community Health Center Services and Community Satisfaction during the Covid-19 Pandemic in Kendari City.

**Method:** This research is quantitative research, using a cross sectional survey approach. The population is all people who receive health services and the sample is 385 at the Kendari City Health Center.

**Result:** The p-value  $(0.038) < \alpha (0.05)$  and  $X^2_{count} (6.532) > X^2_{table} (3,841)$ . The Kendall's tau-b correlation coefficient formula was used, a value of 0.126 was obtained, which means the closeness of the relationship between service SOP and community satisfaction is in the weak group

**Conclusion:** Health center are expected to be able to provide basic health services and become pioneers in driving development in their working areas. Health center are required to provide good quality services in terms of management, resources, facilities and infrastructure so that the services provided are in accordance with standard operational procedures.

### Introduction

Community Health Center Regulation Number 75 of 2014 states that health service institutions

carry out public health efforts and health and prevention efforts to achieve the highest level of society. The government is essentially a servant of

the community, the government was formed not to serve itself but for the community, creating conditions where every member of society can develop their skills and creativity to achieve common goals.<sup>[1]</sup>

The current Covid-19 pandemic is one of the problems faced by all countries in the world, one of which is Indonesia. According to WHO, 2020 Covid-19 is an infectious disease caused by a newly discovered type of coronavirus. According to the Minister of Health, 2020 Everyone can be infected with Covid -19. For this reason, an accurate medical examination is needed accompanied by laboratory examination references. One of the public health service facilities for the community during the Covid-19 pandemic is the community health center. Covid-19 is not only experienced by people in big cities but also in small cities, one of which is Kendari City, therefore adequate public services are needed to help handle cases of the Covid-19 pandemic so that public satisfaction is achieved.

The definition of public services according to article 1 of Law Number 25 of 2009 concerning public services, namely, public services are activities or a series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, administrative services provided by public service providers.<sup>[2]</sup>

However, looking at the public service standards currently being treated by government officials, it is felt that they do not meet public expectations, this can be seen from various public complaints. In 2020, there were 27,144 online news stories that reported on issues related to the Indonesian Ombudsman, 47% of the news from the Indonesian Ombudsman in 2020-2021 was dominated by health issues, especially related to Covid-19. Ombudsman institutions, both central and regional, tend to be responsive in responding to the COVID-19 issue, so the government issues regulations to prevent or reduce the number of people affected by COVID-19.<sup>[3]</sup>

When Covid-19 became a pandemic in Indonesia, it automatically changed the face of the administrative structure and work patterns within government agencies. Starting from the term physical distancing that is applied to the work process that has shifted, from working in the office to working from home. The development of online-based service, administration and coordination processes is starting to be pursued as much as possible in each government agency environment, both central government and regional government.<sup>[4]</sup>

In 2021, there will be 10,260 Community Health Center units spread throughout Indonesia, in Southeast Sulawesi there will be 291 Community Health Center units, 439 supporting Community Health Centers. Kendari City has 15 Community Health Center units spread across 11 sub-districts out of a total of 291 Community Health Centers in Southeast Sulawesi.<sup>[5]</sup>

The main goal of public services is community satisfaction. This satisfaction can be realized if the services provided are in accordance with the established service standards (input and process). Health centers is a form of public service, so it is required to carry out continuous community satisfaction surveys in order to know in advance about the level of satisfaction which is a measure of its performance. By knowing the level of community satisfaction, it will be easy to find out the factors that trigger dissatisfaction, so that alternative solutions will be easier to implement and implement in order to improve services.<sup>[6]</sup>

## Method

This research is a quantitative research with the population being all people who receive health services and a sample of 385 at the Kendari City Health Center. This survey research used is intended to explain the causal relationship between variables through hypothesis testing, so it is called explanatory research. The approach used in this research is cross sectional. The type of probably sampling used is Simple Random Sampling.

**Result**

**Table 1** showed that of the 385 respondents, the majority 279 people (72.5%) were satisfied with the services provided and 109 people (27.5%) were dissatisfied with the services provided.

**Table 2** showed that of the 385 respondents, most of 292 people (75.8%) stated that the service SOP at the community health center was good, 56 people (14.5%) stated that the service SOP at the community health center was not good, and as many as 37 people (9, 6%) stated that the SOP for services at the community health center was not good.

**Table 3** showed that of the 385 respondents there were 37 (10%) respondents who stated that the service SOP was in the bad category, 56 (15%) respondents who stated that the service SOP was not good and 292 (75%) respondents who stated that the service SOP Good. Then, of the 37 respondents who stated that the Service SOP was in the deficient category, 15 respondents (40.5%) were dissatisfied and 22 respondents (59.5%) were satisfied. Furthermore, of the 56 respondents who

stated that the service SOP was in the poor category, 20 respondents (35.7%) were dissatisfied and 36 respondents (64.3%) were satisfied. Of the 292 respondents who stated that the service SOP was in the good category, 71 respondents (24.3%) were dissatisfied and 221 respondents (75.7%) were satisfied. The chi-square test results obtained p-value (0.038) and  $X^2$ count (6.532), because the p-value (0.038) <  $\alpha$  (0.05) and the  $X^2$ count value (6.532) >  $X^2$ table (3,841), it means that communityto determine the strength of the relationship between service SOP and community satisfaction, the Kendall's tau-b correlation coefficient formula was used, a value of 0.126 was obtained, which means the closeness of the relationship between service SOP and community satisfaction is in the weak group. This means that the better the service SOP, the better the public's satisfaction.

**Table 1**  
**Distribution of Respondents Based on Community Satisfaction Index Regarding Community Health Center Services**

Community Satisfaction	n	%
Not satisfied	106	27.5
Satisfied	279	72.5
Amount	385	100.0

**Table 2**  
**Distribution of Respondents Based onService SOPAt the Covid Period Community Health Center**

Service SOP	n	%
Not good	37	9.6
Not good	56	14.5
Good	292	75.8
Amount	385	100.9

**Table 3**  
**The Relationship between Service SOPs at Community Health Centers and Community Satisfaction**

No	SOP	Community Satisfaction				Amount		Chi square test results
		Less satisfied		Satisfied		n	%	
		n	%	n	%			
1	Not good	15	40.5	22	59.5	37	10	X <sup>2</sup> count = 6,532 p-value = 0.038
2	Not good	20	35.7	36	64.3	56	15	
3	Good	71	24.3	221	75.7	292	75	
Total		106	27.5	297	72.5	385	100	

## Discussion

Health centers are expected to be able to provide basic health services and become pioneers in driving development in their working areas. Health center are required to provide good quality services in terms of management, resources, facilities and infrastructure so that the services provided are in accordance with standard operating procedures (SOP) and provide satisfaction to Health center service users.<sup>[7]</sup>A solution must be found for these demands, with the hope that the quality of services provided by the Community Health Center will be more optimal and satisfying for community members.<sup>[8]</sup>

In this research, the majority of people stated that the SOP for services at the community health center during the Covid period was in the good category,<sup>1</sup>The relationship between service SOPs at the Sembiring Health Center and community satisfaction shows that the people in Sembiring are satisfied with the service SOPs provided. The development and implementation of SOPs is an important part of the success of a quality system where SOPs provide information for each individual in the company to carry out information for each individual in carrying out work, and provide consistency in the quality and integrity of a product or final result. In essence, by implementing SOPs, companies can ensure that operations run in accordance with existing procedures.

The research results showed that of the 385 respondents there were 37 (10%) respondents who stated that the service SOP was in the not good category, 56 (15%) respondents stated that the

service SOP was not good and 292 (75%) respondents stated that Goods service SOP.

The same thing as research conduct showed that patients were satisfied with the implementation of service SOPs at the Tanjung Benoa Community Health Center.<sup>[9]</sup> This is different from other research, it was found that there were still respondents who were less satisfied with health services. From the results of the research, it is known that there are delays in service hours for patients or waiting too long. Apart from that, the impact of implementing health service SOPs that are not implemented properly can have an effect on the performance of a health center or health service.<sup>[10]</sup>

In this study, the percentage of respondents who were satisfied with the SOP for services at the community health center was higher, namely 75%, and there was a significant relationship between the SOP for services at the community health center and community satisfaction (*p-value* < 0.05).

## Conclusion

Health centers are expected to be able to provide basic health services and become pioneers in driving development in their working areas. Health centers are required to provide good quality services in terms of management, resources, facilities and infrastructure so that the services provided are in accordance with standard operational procedures

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