

# Effectiveness of Complaint Services at the Talise Health Center Regional Technical Implementation Unit

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**Abstract.** This study aims to determine the extent of effectiveness of the handling of public complaints in obtaining good and maximum public services in in Talise Public Health Center Technical Implementation Unit. The type of research that is used is qualitative research. Determination of informants is done by purposive technique that determines the informants with certain considerations to assign 7 informants. The type of data used is primary data and secondary data. Data collection techniques, conducted through observation, interviews, documentation. Data analysis used is interactive analysis model Miles and Huberman, that is data collection, data reduction, data presentation, and conclusion. The result of the research shows that the first Productivity / Success of complaint handling program in in Talise Public Health Center Technical Implementation Unit has been effectively marked by the decreasing number of complaints received in the complaint unit. Second The success of the target of the complaint handling where the input of complaint reports that come in almost all get a good settlement. Third Satisfaction with the complaint handling program runs in accordance with operational procedures and service recipients are happy with the complaint unit. Fourth Achievement of the overall objectives of the overall process implemented in accordance with the objectives of the program for the establishment of the complaint handling unit to improve the public service. Fifth Assessment of outsiders that complainants are very useful and assist service users in handling and solving all complaints.

**Keywords:** Effectiveness; Service; Complain; Success; Service and Technical Implementation Unit Puskesmas Talise.

## 1 Introduction

Public services are the most visible measure of government performance. Given that the main function of the government is to serve the community, the government needs to continue to improve the quality of service [1]. The public can directly assess the government's performance based on the quality of public services received, because the quality of public services is in the interest of many people and the impact is directly felt by people from all walks of life, where success in building public service performance in a professional, effective, efficient and accountable manner will raise the positive image of the government. in the eyes of the people. One of the main principles of service in the New Public Service paradigm that must be realized so that the government is able to provide quality services, namely with Citizens Influence or a measure of the extent to which citizens can influence the quality of services they receive from the government [2][3].

The New Public Service approach is actually in line with the "Exit" and "Voice" theory which was previously developed by Albert Hirschman [4] which states that the performance of

public services can be improved if there is an "exit" and "voice" mechanism. The "exit" mechanism means that if public services are of poor quality, consumers must have the opportunity to choose another public service provider that they like. While the "voice" mechanism means that there is an opportunity to express dissatisfaction to the public service provider institution [5][6].

The theory of "exit" and "voice" is in line with classical political theory which states that power tends to corrupt (power tends to corrupt) or is misused, while absolute power will certainly be abused. Thus, to be able to improve the quality of public services, it is necessary to have an equal bargaining position between consumers and public service providers. Theoretically, this equality of bargaining position can be achieved by increasing the bargaining position of consumers by controlling the authority/power of public service providers [7].

Public services, in this case also in providing a place for complaints, are the most visible benchmark of government performance. Given that the main function of the government is to serve the community, the government needs to continue to improve the quality of public services by directly assessing the performance of the government based on the quality of public services received, because public services are in the interest of many people and the impact is felt by people from all walks of life [8]. Constraints faced by the Complaints unit, apart from the lack of human resources, are also inadequate facilities (facilities and infrastructure) where complaints are not in front of the public or service users to see. Therefore, it is very necessary to have good cooperation between individuals and between organizations in handling public complaints.

## **2 Method**

This research was conducted using a qualitative descriptive basis. The determination of the qualitative approach is based on the problems studied by the authors related to the effectiveness of the complaint service at the Talise Health Center Service Technical Implementation Unit. So the research requires a number of data that are actual and contextual in nature. In addition, the qualitative approach has a high adaptability to changes that occur, and allows the author to constantly adapt to the changing conditions and situations encountered in this research [9]. The research location chosen by the author is in the Service Technical Implementation Unit of the Talise Health Center with the consideration that the Talise Health Center is the health center that provides the most direct services to the community and is one of the Complaints Unit Pilot Projects in Palu City. Informants are people who are considered to be able to provide information about the object of research at the Service Technical Implementation Unit Talise Health Center. By determining the informants by purposive sampling. The informants in this study were as follows: 1) Head of Administration at Talise Health Center; 2) Head of Service Quality and Complaints; 4) Complaints Unit Management Officer; 5) Head of Ombudsman Representative of the Republic of Indonesia in Central Sulawesi; and 6) Community service recipients, 2 people.

## **3 Result and Discussion**

Discussion of Research The service of complaints to public services is one of the government's efforts to improve the quality of public administration, it is proven that after the ratification of Presidential Regulation Number 76 of 2013 concerning Management of Public Service Complaints. In order to improve the quality of public services, the government has made various efforts to improve public services on an ongoing basis for the realization of good public services. One of the efforts to improve the quality of public services is to provide the widest possible access to the public to be able to submit complaints about the services provided by the organizers. With this freedom of access, the community is expected to participate more actively in encouraging the realization of good public services [10].

Based on the description above, in terms of the effectiveness and quality of complaints handling services at the Talise Health Center Service Technical Implementation Unit, the researchers tried to conduct research by adopting Campbell's theory, regarding effectiveness with the following aspects: Productivity/Success of the program, Quality/Success of targets, Satisfaction with the program, Achievement of overall goals, Assessment by outsiders. With regard to these five aspects, it will be explained based on the results of the research that has been carried out as follows:

### **3.1 Program Productivity/Success**

In the implementation of public services, the delivery of services must continue to be pursued and improved so that the community can fulfill various rights and basic needs. Therefore, an effort is needed to realize the improvement of the quality of public services. One of them is through internal and external supervision. In the complaint service unit at the Talise Health Center Service Technical Implementation Unit, it can be measured how much community participation in submitting complaints, which of course has implications for improving the service and performance of Talise Health Center employees. Since the establishment of the complaint service unit and then making it one of the Complaints Unit Pilot Projects in Palu City since 2013 until now the development of handling complaints is of course very dependent on how the community takes an active role in responding. To see how many complaints the complaint service unit received in 2018.

Since January 2018 the complaint unit at the Talise Health Center Service Technical Implementation Unit has only received 37 community reports. Where in January there were 3 reports, February 4 reports, March 4 reports, April 3 reports, May 4 reports, June 4 reports, July 3 reports, August 3 reports, and almost evenly distributed in public reports except for the month of september experienced a lack of reports because at that time an earthquake occurred in the city of Palu. To see the development of the number of complaints in the Public Service Complaints Unit in 2019, it can be seen that the complaint units received by the Talise Health Center Service Technical Implementation Unit were 39 complaint reports and entries. Where in January there are 3 reports, February 3 reports, March 4 reports, April 3 reports, May 4 reports, June 2 reports, July 4 reports received, August 3 reports, September 3 reports , October 3 reports, November is the most reports in a year, namely 5 reports and in December 2 reports entered in the complaint unit.

### **3.2 Quality/Success Goals**

The quality/success of the target of the complaint service where the community complains about the service that they think does not meet the standards. People who complain are the main target of this complaint service. In this case, the target of this complaint service unit is the extent

to which the community plays an active role in improving the quality of services actively by providing suggestions, criticisms or complaints.

The number of complaints in 2018 was 37 reports and 36 reports were completed, meaning that there were still 2 unresolved reports in 2018 and the percentage that was resolved was still 97.58%. However, reports that have not been completed in 2018 will still be completed in 2019, so that the public will still receive a settlement for the reports that have been reported. Meanwhile, in 2019 there were 39 reports and 38 reports were completed in the sense that there was still 1 report that was still unresolved in 2019 and 98.88% of which were completed.

In implementing the target success approach, it tries to measure the extent to which the agency has succeeded in realizing the goals to be achieved. The benefits of handling public complaints related to services at the Talise Health Center Service Technical Implementation Unit can be felt if the complaint handling officer is able to work in accordance with existing standard procedures so that the complaint unit functions effectively. All forms of public complaints will be followed up as soon as possible. However, according to the researcher, the success of handling complaints where when there is a complaint is not immediately followed up with the fact that every year there are still community reports that are still being processed in the complaint unit so that there are people who are morally and materially harmed. This happened due to the absence of effective coordination between the complaints unit officers [11]. However, in general, the complaint service gets a good resolution up to a certain time.

### **3.3 Satisfaction with Program**

The program for establishing a complaint service at the Talise Health Center Service Technical Implementation Unit is in accordance with Presidential Regulation No. 76 of 2013 concerning the Management of Public Service Complaints. To continue to improve the quality of service at the Talise Health Center Service Technical Implementation Unit, it is necessary to listen to input, suggestions or complaints from the public regarding the service efforts carried out by the Talise Health Center Service Technical Implementation Unit.

In the event that the community does not receive public services in accordance with the previously agreed standard operating procedures, the public can submit complaints to the superiors of implementing public services so that they are followed up in accordance with statutory regulations. Complaints originating from service recipients must be followed up by the service provider.

In accordance with the results of the researcher's observations that the response of the apparatus in implementing and providing complaint handling services to the public is quite good, it's just that the complaint receiving team cannot promise certainty of resolving the complaint. However, complaints received were well received. So if the service provider has good responsiveness, the service recipient will give a positive response because he is satisfied.

### **3.4 Overall Goal Achievement**

One of the improvements in the quality of public services is to provide the widest possible access to the community to be able to submit complaints on the services provided by public service providers, in this case the Talise Health Center Service Technical Implementation Unit. With the widest possible access, it is hoped that the community can participate more actively in encouraging the realization of excellent service at the Talise Health Center Service Technical Implementation Unit. This is stated in articles 36 and 37 of Law Number 25 of 2009 concerning

Public Services. Therefore, complaint management must be managed by providing complaint facilities, assigning competent implementers to handle and follow up complaints.

The overall purpose of the existence of this complaint unit is also to be a correction in carrying out public services and become its own internal control at the Talise Health Center Service Technical Implementation Unit which is a public service provider so that it can continue to improve and improve all deficiencies and improve again in good service..

### **3.5 External Assessment**

In any activity or work that involves many people, the possibility of misunderstanding, misunderstanding, miscommunication and inaccuracy of information between employees/apparatus and the public as service users is very high. These things easily invite disappointment between the parties. Some of these disappointments were silenced and swallowed by those who were disappointed for various reasons. Some of the other disappointments will be poured out in the form of protests. If not handled properly, protests that may arise from various parties are structured so as not to cause turmoil and interfere with the smooth running of work and performance at the Talise Health Center Service Technical Implementation Unit.

To optimize service quality, the government continues to make new breakthroughs through a community approach, in order to encourage active participation in development. Therefore, the Ministry of State Apparatus Empowerment Number 16 of 2014 has established a policy regarding guidelines for community satisfaction surveys (SKM) on the implementation of public services, these guidelines are intended as a reference for evaluating the performance level of the Talise Health Center Service Technical Implementation Unit agency and is expected to provide certainty for the community in assessing objectively and continuously. on the development of public service performance at the Talise Health Center Service Technical Implementation Unit.

Support from organizations or institutions overseeing public services and the community is very important in the implementation of monitoring public services, which can then be measured through the existing complaint unit. All public complaints can be detected through the complaints unit which then becomes a reference for evaluating the performance of public service providers to become better services that make the community comfortable and happy with the services provided.

## **4 Conclusion**

Based on the results of the study, it was concluded that the effectiveness of the Complaint Service at the Talise Health Center Service Technical Implementation Unit from five aspects, namely Productivity/Success of the complaint service program marked by increasing community participation in reporting at the Talise Health Center Complaints Unit. There are still complaints that come in that have not been resolved but in general they have been well resolved. Satisfaction with the complaint service program is running in accordance with standard operating procedures and service recipients are happy with the existence of a complaint unit. complaint service to improve public services, External party assessment that the complaint service is very useful and helps service users in handling and solving all problems complaints.

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