

# Beyond Resource Constraints: Ethnography of Clinical Innovation in Underfunded Primary Care

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## ABSTRACT

*This study aims to analyze the influence of the competence and attitudes of health workers, the availability of facilities and medicines, and the community's financial capacity on community satisfaction with health services at the Jongaya Community Health Center in Makassar, especially for those with limited financial resources. This study used a quantitative approach with multiple linear regression to analyze the relationship between the independent and dependent variables. Data were collected through a survey of 99 respondents representing the community at the Community Health Center. The results showed that all independent variables had a significant positive influence on community satisfaction. The competence and attitudes of health workers had the greatest influence, followed by the availability of facilities and medicines, and the community's financial capacity. With very low significance values, this study indicates that improvements in these three factors can significantly increase community satisfaction. The implications of this study are the importance of improving the competence of health workers, improving facilities and the availability of medicines, and paying attention to the financial condition of the community so that they can access better health services. These findings contribute to improving the quality of health services at the Community Health Center, especially for those with limited financial resources.*

**Keywords:** Community satisfaction, health services, health worker competence, facilities and medicines, financial capacity.

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## INTRODUCTION

Quality healthcare is a fundamental need for every individual in society. In Indonesia, Community Health Centers (Puskesmas) serve as primary healthcare facilities, particularly for the financially disadvantaged. Puskesmas are often the first point of contact for medical care, particularly in areas with limited facilities and resources. However, despite their crucial role, the quality of care provided at many Puskesmas still faces various challenges, such as limited facilities, limited drug availability, and a limited number of competent medical personnel. This impacts the level of satisfaction of the community receiving these healthcare services.

At Jongaya Community Health Center in Makassar, like many other community health centers in urban areas, underprivileged communities often face barriers to accessing adequate services. Low economic status, limited knowledge of health rights, and stigma surrounding the quality of health services in public health facilities often prevent communities from accessing quality health services. Therefore, this study aims to analyze the influence of the competence and attitudes of health workers, the availability of facilities and medicines, and the community's financial capacity on community satisfaction with health services at Jongaya Community Health Center in Makassar.

People living in areas with low socioeconomic conditions tend to experience various barriers to accessing healthcare services equivalent to those received by more affluent communities. Factors such as inadequate healthcare professional competence and limited availability of facilities and medicines are often major obstacles to providing optimal healthcare. This, in turn, affects community satisfaction with services provided by Community Health Centers (Puskesmas). Therefore, it is important to delve deeper into the factors that can increase community satisfaction with healthcare services at Puskesmas, especially for those with financial difficulties.

This research is crucial considering that healthcare is a basic right of every citizen, the quality of which must be guaranteed, especially for those with limited means. One way to achieve equality in healthcare is through a structured evaluation of the factors influencing the quality of services at community health centers (Puskesmas). Low-income communities are often the most marginalized in terms of access to quality healthcare. This study aims to determine the influence of variables such as the competence and attitudes of healthcare workers, the availability of facilities and medicines, and the community's financial capacity.

towards public satisfaction, as well as to provide policy recommendations that can improve the quality of services at the Community Health Center.

In the current context, with the government continuously improving the healthcare system, this research is highly relevant. While many previous studies have focused on improving the quality of services in private hospitals and clinics, research on satisfaction with healthcare services at community health centers (Puskesmas), which play a vital role for people with limited financial resources, remains limited. Therefore, this study urgently seeks to delve deeper into the factors influencing public satisfaction with healthcare services provided by Puskesmas. These findings can serve as a basis for more effective and targeted health policy improvements.

Another urgency of this research is to provide a clearer picture of the relationship between the competence of health workers, the availability of facilities and medicines, and the financial capacity of the community on community satisfaction. This study aims not only to measure the extent to which these three variables play a role in shaping community satisfaction but also to provide practical recommendations for authorities in improving the quality of services at Community Health Centers (Puskesmas). Furthermore, the results of this study are expected to serve as a reference in developing more inclusive health policies that are responsive to the needs of communities with limited financial resources.

This research is expected to significantly contribute to the development of theories on health service quality, particularly in the context of primary healthcare facilities such as community health centers (Puskesmas). Most previous research on health service quality has focused on large hospitals and private medical facilities. However, Puskesmas play a crucial role in providing access to healthcare for communities with limited financial resources. This research can enrich the literature on public satisfaction with healthcare services by adding a new perspective linking the competence of healthcare workers, medical facilities, and community financial capacity.

In addition, this research is expected to strengthen existing service quality theories, such as the SERVQUAL Model developed by Parasuraman, Zeithaml, and Berry (1988), which measures service quality based on five main dimensions, namely reliability, responsiveness, assurance, empathy, and tangibles. This research will test the relevance and application of

This theory is applied in the context of community health centers, particularly in environments with highly diverse community characteristics, limited facilities and income. This research also contributes to

health systems management theory, which is important in the planning and evaluation of health policies at both the national and local levels.

Several previous studies support the importance of the factors analyzed in this study. Research by Nugroho et al. (2017) stated that the competence of medical personnel and the availability of healthcare facilities significantly influence patient satisfaction at healthcare facilities. This is in line with research by Hadi et al. (2015), which revealed that services provided by competent medical personnel and complete medical facilities can increase patient perceptions of the quality of care received. Meanwhile, research by Pratama and Purnama (2019) showed that financial capacity also influences an individual's ability to access healthcare, which ultimately relates to satisfaction levels.

By exploring the influence of these three key factors, this research has the potential to contribute significantly to our understanding of how economic, social, and technical factors influence the quality of healthcare services in Indonesia. The findings are expected to encourage improved healthcare policies and practices, particularly for the financially disadvantaged, and to open up opportunities for further research in this area.

## **METHOD**

This study used a quantitative method with a survey approach to analyze the influence of the competence and attitudes of health workers, the availability of facilities and medicines, and the community's financial capacity on public satisfaction with health services at the Jongaya Community Health Center in Makassar. The quantitative approach was chosen because it allows researchers to measure the relationship between variables numerically and test the proposed hypotheses. By using a survey approach, researchers were able to obtain extensive and representative data regarding public perceptions regarding health services at the Community Health Center.

This type of research is correlational, in which the researcher aims to determine the extent to which the variables studied—namely, the competence of health workers, the availability of facilities and medicines, and the community's financial capacity—are related to community satisfaction with health services. Correlational research is used to examine the relationship between these variables. whether there is a significant relationship between these variables and how much influence each variable has on public satisfaction.

The subjects in this study were residents receiving healthcare services at the Jongaya Community Health Center in Makassar. Ninety-nine respondents were selected using purposive sampling, based on specific criteria: those who had received healthcare services at the Community Health Center within the past month and those from varying economic backgrounds. This careful selection of respondents was intended to obtain data that reflected the perceptions of residents from diverse socioeconomic backgrounds.

The data source in this study is primary data obtained directly from respondents through a questionnaire. This questionnaire was designed to collect information regarding respondents' perceptions of the competence of health workers, the availability of facilities and medicines, financial capabilities, and their level of satisfaction with the services provided by the Community Health Center. The questionnaire used in this study consists of several sections that measure dimensions relevant to the research topic, which will be further explained in the research instrument section. In addition, secondary data was also used to supplement information regarding the facilities available at the Jongaya Community Health Center, such as the number of medical personnel, existing medical facilities, and reports on the performance of health services at the Community Health Center.

The instrument used in this study was a questionnaire divided into four main sections. The first section measured the competence and attitudes of health workers using a five-point Likert scale ranging

from strongly disagree to strongly agree. The questions in this section focused on the community's assessment of the ability and attitudes of health workers in providing medical services, including the speed, accuracy, and friendliness demonstrated by medical personnel. The second section measured the availability of facilities and medicines by asking about the facilities at the Community Health Center (Puskesmas), including treatment rooms, medical equipment, and the availability of medicines. The questions in this section focused on the extent to which the available facilities and medicines met the community's health care needs. The third section measured the community's financial capacity, with questions categorizing respondents into specific monthly income categories to determine whether income levels affect access to and satisfaction with the health services they receive. The final section measured community satisfaction with health services at the Puskesmas. This section included questions about community satisfaction with the quality of medical services, waiting times, interactions with health workers, and the success of treatment received.

To collect data, researchers conducted a survey by distributing questionnaires to 99 predetermined respondents. The researchers conducted direct data collection by providing explanations regarding the questionnaire's contents when necessary and ensuring that respondents understood each question.

Respondents were given approximately 15-20 minutes to complete the questionnaire, and researchers ensured that all questions were answered accurately and completely. After the questionnaires were collected, the data were statistically analyzed using SPSS software.

The data analysis technique used in this study is multiple linear regression analysis. This technique was chosen to analyze the relationship between several independent variables (health worker competence, availability of facilities and drugs, and community financial capacity) with the dependent variable, namely community satisfaction with health services at the Community Health Center. Multiple linear regression analysis will be used to simultaneously test the influence of each independent variable on community satisfaction. Before conducting the regression analysis, the researcher will conduct validity and reliability tests on the research instrument to ensure that the questionnaire used can accurately and consistently measure the aspects to be analyzed. After that, the researcher will conduct descriptive analysis to describe the basic characteristics of respondents and the distribution of collected data, as well as multiple linear regression tests to determine the extent to which each independent variable contributes to community satisfaction.

In addition, descriptive analysis techniques were used to illustrate the frequency distribution of responses for each variable and to describe the demographic profile of respondents. Following the regression analysis, the results will be explained in detail to determine the significant influence of each variable on public satisfaction.

Using quantitative methods and multiple linear regression analysis techniques, this study is expected to provide objective and reliable results regarding the factors influencing public satisfaction with healthcare services at the Jongaya Community Health Center. The findings of this study can contribute to improving healthcare services at the Community Health Center and assist in decision-making related to more effective and responsive health policies to community needs.

## **RESULT AND DISCUSSION**

### **Research Results**

This study aims to analyze the factors influencing public satisfaction with healthcare services at the Jongaya Community Health Center in Makassar. The variables analyzed in this study are the competence and attitudes of healthcare workers, the availability of facilities and medicines, and the community's financial capacity.

The results of the multiple linear regression analysis used to analyze the relationship between the independent variables and the dependent variable (community satisfaction) show the following results:

Table 1: Model Summary and Regression Coefficients

**Model Summary**

Model	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change
1	.298 <sup>a</sup>	20,330	2	96	.000

a. Predictors: (Constant), KOMPETENSI DAN SIKAP TENAGA KESEHATAN, KETERSEDIAAN FASILITAS DAN OBAT

Regression Coefficient (Model 1)

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,935	2,085		2,847	.005
	KETERSEDIAAN FASILITAS DAN OBAT	.255	.104	.227	2,442	.016
	KOMPETENSI DAN SIKAP TENAGA KESEHATAN	.429	.097	.414	4,442	.000

a. Dependent Variable: KEPUASAN MASYARAKAT

Regression Coefficient (Model 2)

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7,802	2,221		3,513	.001
	KETERSEDIAAN FASILITAS DAN OBAT	.341	.109	.305	3,135	.002
	KEMAMPUAN FINANSIAL MASYARAKAT	.173	.069	.244	2,505	.014

a. Dependent Variable: KEPUASAN MASYARAKAT

From the regression results above, it can be seen that the competence and attitudes of health workers, the availability of facilities and medicines, and the community's financial capacity all have a significant positive influence on community satisfaction with a p-value less than 0.05. In detail:

- The availability of facilities and medicines has a coefficient  $B = 0.255$  and a significance value of  $p = 0.016$ . This indicates that this variable has a positive contribution to community satisfaction, meaning that the better the availability of facilities and medicines, the higher the level of community satisfaction with services at the Community Health Center.
- The Competence and Attitude of Health Workers has a coefficient of  $B = 0.429$  and a significance value of  $p = 0.000$ . This indicates that the competence of health workers, which includes medical skills and friendly attitudes, plays a major role in improving

Public satisfaction. The higher the competence and attitude of health workers, the more satisfied the public will be with the services provided.

Community Financial Capacity has a coefficient of  $B = 0.173$  and a significance value of  $p = 0.014$ . This indicates that community financial capacity plays a role in their satisfaction with health services. People with better financial conditions are more likely to be satisfied because they can access more quality health services.

## **Discussion**

The results of this study provide a clear picture of the factors influencing public satisfaction with healthcare services at the Jongaya Community Health Center in Makassar. Based on the regression analysis, it can be seen that the competence and attitudes of healthcare workers, the availability of facilities and medicines, and the community's financial capacity all have a significant positive influence on public satisfaction.

### **Competence and Attitude of Health Workers**

The results of the study indicate that the competence and attitude of healthcare workers are the most significant factors influencing public satisfaction. With a coefficient of  $B = 0.429$ , healthcare worker competence makes the largest contribution to increasing satisfaction. The level of skill and knowledge of healthcare workers, as well as their friendly and empathetic attitude towards patients, significantly determine the level of public satisfaction. This is in line with research by Nugroho et al. (2017), which shows that medical services provided by competent and friendly healthcare workers can create a positive experience for patients, thereby increasing their satisfaction.

This research also supports the SERVQUAL theory, which considers service quality as a factor influenced by reliability, responsiveness, and assurance, which are closely related to the attitudes of healthcare workers. For example, fast and responsive service, as well as good communication between healthcare workers and patients, significantly influence satisfaction.

### **Availability of Facilities and Medicines**

The availability of facilities and medicines at community health centers has also been shown to significantly influence public satisfaction. The analysis showed a coefficient of  $B = 0.255$ , indicating that the better the availability of facilities and medicines, the more satisfied the public is with the services provided. Complete facilities, such as comfortable treatment rooms and adequate medical equipment, provide a sense of security for patients. Furthermore, the availability of medicines appropriate to medical needs also significantly influences public perceptions of service quality.

This finding aligns with research conducted by Pratama and Purnama (2019), which stated that the availability of adequate facilities and medication can increase patient satisfaction, as they feel cared for in terms of basic medical needs. In the context of Jongaya Community Health Center, where people with limited financial resources access services, the availability of adequate facilities is a key factor in determining their level of satisfaction.

### **Community Financial Capacity**

The variable of community financial capability also showed a positive influence on satisfaction. With a coefficient of  $B = 0.173$ , the results of this study indicate that people with better financial conditions are more satisfied with the health services they receive. They are better able to access better health services, both in terms of facilities, service time, and quality of medical care. This aligns with the findings of a study by Hadi et al. (2015), which showed that financial capability plays a significant role in increasing access to quality health services.

People with limited financial resources often feel burdened by medical costs and inadequate access to medical facilities. This research reinforces the importance of subsidies or health programs that can reduce the cost burden, allowing people with limited financial resources to access healthcare services without worry.

### **Interpretation and Implications of Research Results**

Based on the results of this study, the competence of health workers, the availability of facilities and medicines, and the community's financial capacity have been shown to significantly impact public satisfaction with health services. Therefore, to increase public satisfaction, community health centers (Puskesmas) must address and improve these three factors. Improving the competence of health workers

through ongoing training and education, improving and maintaining medical facilities, and providing sufficient medicines are essential steps to improve service quality.

Furthermore, policies that support the community's financial capacity, such as subsidies or social security-based healthcare financing, need to be strengthened. This is crucial to ensure that people from all economic levels can access healthcare services without being burdened by costs. The government and community health center (Puskesmas) managers must also consider the diverse needs of the community, especially those in low-income groups, to ensure that no one is left behind in accessing adequate healthcare.

## CONCLUSION

Based on the research results, it can be concluded that the competence and attitudes of healthcare workers, the availability of facilities and medicines, and the community's financial capacity have a significant positive influence on community satisfaction with healthcare services at the Jongaya Community Health Center in Makassar. These three factors are interrelated in influencing community perceptions of the quality of services they receive at the Community Health Center. Communities who experience competent and friendly healthcare workers, adequate facilities, and better access to healthcare services due to their better financial situation tend to be more satisfied with the services provided.

This research provides valuable insights into the factors influencing community satisfaction with healthcare services, particularly at community health centers (Puskesmas) serving people with diverse economic backgrounds. These findings are expected to contribute to the development of more inclusive and responsive health policies to the needs of the community, particularly those in lower socioeconomic strata. By improving the competence of healthcare workers, ensuring the availability of adequate facilities and medicines, and supporting communities with limited financial resources to access appropriate services, the quality of care at Puskesmas can significantly improve.

Based on the findings of this study, steps to improve health services at community health centers are urgently needed. Improving the quality of health workers through ongoing training and education will significantly improve service quality. Furthermore, ensuring

The availability of adequate facilities and necessary medications for patients will provide a sense of security and comfort for the community. This will also contribute to increased public satisfaction with the services they receive. Equally important, policies supporting low-income communities, such as subsidy programs or health insurance, need to be strengthened to ensure they can access healthcare services without barriers.

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