

TRANSPARENCY IN HEALTH SERVICES AT MAJENE REGIONAL GENERAL HOSPITAL, WEST SULAWESI

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ABSTRACT

The research objective was to determine the transparency of the implementation of health services and the driving factors for the transparency of the implementation of health services at the Regional General Hospital Majene, West Sulawesi. This research uses a qualitative approach, this type of research is classified as qualitative descriptive research. Data collection through observation made direct observations in the field about events related to the object of research, while interviews conducted interviews with informants to obtain information on implementation transparency issues and driving factors affecting health services, and documentation is research by collecting data in the form of documents such as decrees and regulations. regulations relating to the object of the problem. For analysis starting from data collection, data reduction, data presentation and conclusion. The results of the study show that the transparency of the implementation of health services is transparent because of several indicators, namely, the suitability of service standards, the information system has been published clearly, and the requirements and administration of services are carried out properly and by those set by the hospital. The driving factor that affects the transparency of the implementation of health services at the Majene Regional General Hospital, West Sulawesi, is the availability of Human Resources, namely employees who are tasked with wearing identification and carrying out their duties and responsibilities according to their respective fields, and facilities and infrastructure have been provided to satisfy health services to the community.

Keywords: Conformity of Service Standards, Implementation of Health Services, Information Systems, Push Factors, Transparency

1. INTRODUCTION

Health services are activities to fulfil the basic needs of society by the basic rights of every citizen to goods and services or administrative services provided by the related government, with the public interest. The community is a customer of public services provided by the government to meet basic needs in life in the form of welfare and health, which the community craves from the government's performance in providing professional public services. In the health sector itself, the government has the responsibility to ensure that every citizen gets quality health

services according to their needs. As a basic need, every individual has the right to receive services to meet the needs of himself and those for whom he is responsible so meeting the community's need for health is the government's responsibility.

According to the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Menkes/SK/X/2004 Concerning Hospital Environmental Health Requirements, it is stated that: A hospital is a health service facility, a gathering place for sick and healthy people, or can be a place for disease transmission and allows environmental pollution and health problems. Therefore, regional public hospitals are considered very responsible as places of public services in the form of health services for people who need them. So that health services must be carried out professionally by the government based on predetermined rules and procedures to avoid dissatisfaction with customers of public services in the health sector.

Based on the concept of health services, the [World Health Organization. \(2017\)](#), states that good health services provide effective, safe, and high-quality services to those who need them, supported by adequate resources. Patient satisfaction depends on the quality of service provided to users of hospital services, in this case, the patient demands quality service not only regarding recovery from physical illness, or increasing the degree of health but also regarding satisfaction with attitude/behaviour, availability of adequate facilities and infrastructure, and a physical environment that can provide comfort.

According to [Lewis & Gilman \(2005\)](#), defining public service is public trust. Public services that are fair and accountable generate public trust, as a basis for realizing good government. Efforts to guarantee good public services are realized by the enactment of Law No. 25 of 2009 Concerning Public Services and Law of the Republic of Indonesia Number 14 of 2008 Concerning Public Information Disclosure. The enactment of these two laws is a hope to encourage the creation of good governance in public services.

The establishment of the Majene Regional General Hospital as a special public service organization to provide health services to the community. This is expected to be able to provide health services for anyone in the community who needs health services in general. The condition of the Majene Regional General Hospital shows that the quality of service standards in the form of procedures and requirements is often not by full service and has not been fulfilled because there are still many weaknesses found so that they cannot meet the quality expected by the community. This is indicated by the existence of various public complaints conveyed through the mass media, which can lead to an unfavourable image of government officials, especially the image of the hospital's services.

[Luthans et al. \(2021\)](#), said that service is a process of fulfilling needs through the activities of other people which involves all problems addressed by other people to solve problems. Services in the health sector in Indonesia are still unable to meet the satisfaction of the entire community, are still far from what the Indonesian people expect and are of poor quality. The duties of public services organized by the government include primary services, which are the most basic, namely health services and education services.

Considering that the government's main function is to serve the community, the government needs to continue to strive to improve the quality of services by emphasizing the implementation of the principles of good governance. Based on the problems to be examined, the research questions are: how is the transparency of the implementation of health services and what are the supporting factors for the

transparency of the implementation of health services at the Regional General Hospital Majene West Sulawesi? While the research objectives were: to find out how transparent the implementation of health services is and to find out the supporting factors that influence the transparency of the implementation of health services at the Majene Regional General Hospital, West Sulawesi.

Based on the results of this study, it is hoped that there will be a contribution to the quality of health services in the community as input and a means of evaluating the government regarding the transparency of the implementation of health services at the Regional General Hospital of Majene Regency, West Sulawesi. Theoretically, it adds insight and knowledge to researchers, as well as bibliographical reference material that can be used for further research. While academically it is hoped that this research can be useful in the development of government administration knowledge, especially those that focus on studying the transparency of the implementation of health services at the Regional General Hospital of Majene Regency, West Sulawesi.

2. MATERIALS AND METHODS

The research design used is a qualitative method through a qualitative descriptive approach. The research method is an attempt to find, develop, and test the truth of knowledge in scientific ways. Therefore, the method used in a study must be precise. This type of research is descriptive qualitative research, namely data collected in the form of words, pictures, not numbers. According to [Bogdan & Taylor \(1975\)](#), as cited by [Moleong \(2007\)](#), qualitative research is a research procedure that produces descriptive data in the form of written or spoken words from people and observed behaviour.

The location for this research was the Majene Regional General Hospital located on Jalan Kesehatan Baru Banggae, Majene Regency, West Sulawesi. As a consideration the authors make this location a research location because the authors observe various activities in providing health services, starting from administrative services, and health services to inpatient services, there are still problems and are often complained of by some people in Majene Regency. Primary data sources are data obtained from the research location directly from the source (not through intermediaries), namely through observation and interviews and secondary data is data collected from second-hand or data that is not directly related to the respondent and is supporting data for the researcher. namely in the form of data taken from several books and documents that are directly related to the problem being studied.

The focus of this research description is transparency (openness) in the implementation of health services as a form of public service. This is clearly to increase the success of competition in the current era of globalization. [Jatman & Winarsih \(2015\)](#), revealed that there are at least ten service dimensions by the actual conditions expected in public service transparency. However, this time the researcher will only take 3 (three) of them: 1) regarding service standards, 2) information systems, 3) engineering requirements and service administration. While the driving factors are things that influence something to develop, advance, add and be better than before. Following are some of the driving factors in the transparency of the implementation of health services including 1) Human resources (HR) is the main element in an organization compared to other elements of resources. 2) In the health sector itself, human resources are a strategic component for health to accelerate equal distribution of health services and achieve

health development goals. 3) In hospital organizations, efforts to create hospitals that have a good (quality) image in the eyes of patients, are largely determined by adequate and quality human resources themselves which can facilitate the implementation of good services. Facilities and infrastructure are a set of tools used in an activity process. 4) The existence of facilities and infrastructure such as comfortable hospital buildings, and complete medical equipment software can create patient satisfaction.

The informant selection technique was selected based on certain objectives and considerations, and by determining certain criteria for informants. Given the large number of service/health workers at Majene Hospital, the researchers took 8 (eight) informants who could provide information about research needs data with certain criteria with each different role as shown in the following table:

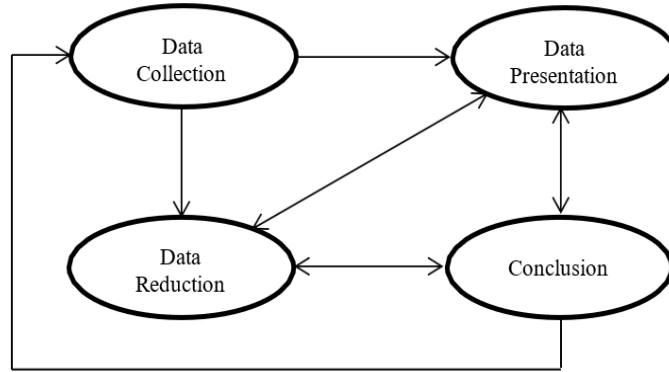
Table 1

Table 1 Research Informants				
No	Informant Name	Position	Amount	Information
1	Hj Yupie Handayani	Head of Hospital	1 person	Key Informants
2	Hj Rosmalanir	Service Head	1 person	Key Informants
3	Hj Nurkiah	Head of Service Support	1 person	Key Informants
4	Haeriah	Service Administration Staff	1 person	Supporting Informants
5	Nursyamsi	Service Users	1 person	Common Informant
6	Maspira	Service Users	1 person	Common Informant
6	Mitra Walya	Service Users	1 person	Common Informant
7	Siti Fatimah	Service Users	1 person	Common Informant
8	Mafsirah	Service Users	1 person	Common Informant

Data Source Majene District Hospital, West Sulawesi, 2023

Based on the table above, the researcher believes that the selected informants can provide the information needed to help researchers discuss problems in research. The key informants were selected by the Head of the Regional General Hospital, Head of the Service Division, and Head of the Service Support Division to obtain transparent information regarding service standard operating procedures, as key informants for administrative services and general service information systems that apply to Regional General Hospitals Majene. While the service administration staff were selected to strengthen that complete and appropriate administrative services as service requirements and service users to strengthen services can be carried out quickly and precisely to satisfy customers. The technique of collecting data through observation is to conduct direct observations at the research location to get an accurate picture. regarding the subject and object of research. The form of observation that the writer does is direct so that the writer can observe all aspects that occur in the field. Interviews are activities in collecting data directly from sources in the field. According to [Adi \(2010\)](#), interviews are a method of collecting data by way of direct communication through personal relationships between researchers and data sources. Interviews were conducted because there was an assumption that only subjects understood about themselves so information that was not obtained through observation or other means would be obtained through interviews. Documentation is a method of collecting qualitative data by viewing or analyzing documents made by the subject himself or by other people about the object of research.

In discussing the results of the research, it is necessary to analyze the data, which is the most important step in obtaining the findings of the research results. The data analysis method used in this research is to use a qualitative analysis method, namely a method that aims to provide an overall picture of the subjects and objects studied and is not intended to test hypotheses [Adi \(2010\)](#). According to [Huberman & Miles \(2002\)](#), in [Basrowi & Suwandi \(2008\)](#), there are four activities carried out in conducting data analysis including:

Figure 1**Figure 1** Interactive Qualitative Data Analysis Techniques

Source Huberman & Miles (2002)

Data collection. In the first model analysis, data collection was carried out from interviews, observations, and various documents based on categorization according to the research problem which was then developed to sharpen the data through further data searches. *Data reduction.* Data reduction is the process of selecting, focusing attention, abstracting, and transforming raw data taken from the field. The essence of data reduction is the process of merging and uniforming all forms of data into a written form to be analyzed. *Data Presentation.* After the data is collected, the researcher groups similar things into categories or groups so that it is easier for researchers to conclude. *Conclude.* This stage is the stage where the researcher compares the data that has been obtained with the data from interviews with subjects and informants to conclude.

To strengthen the theoretical basis used in tracing the research flow to answer the research hypothesis, a research conceptual framework is needed. It is hoped that the conceptual framework will provide an overview and direct assumptions regarding the variables to be studied. The conceptual framework guides researchers in formulating research problems. The researcher will use the conceptual framework that has been prepared to determine which questions must be answered by informants and what empirical procedures are used as a tool to find answers to these questions. The conceptual framework is obtained from the results of a synthesis of deductive (theory application) and inductive (existing facts, empirically) thinking processes, then with creative-innovative abilities, ending with a new concept or idea called a conceptual framework. [Mardalis. \(2010\)](#), states that theory is a set of concepts or definitions that are interconnected and reflect a systematic view of phenomena by explaining the relationships between variables. It aims to explain and predict phenomena. Meanwhile, [Purwanto & Sulistyastuti \(2007\)](#), in their book, it is explained that theory is a series of concepts that include systematic relationships to explain a particular social phenomenon. Furthermore, in his book, he says that theory is one of the most fundamental things that a researcher

must understand when he researches because from existing theories researchers can find and formulate social problems that they observe systematically to be further developed in the form of hypotheses study.

Usually, the conceptual framework of qualitative research uses a scientific approach and shows the relationship between variables in the analysis process. The conceptual framework in this study can be seen in the chart below:

Figure 2

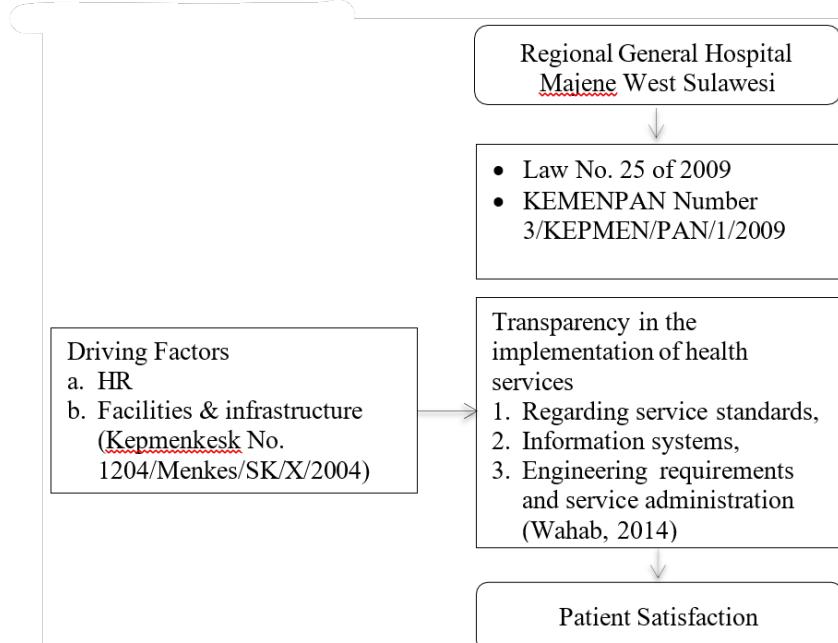


Figure 2 Conceptual Framework

3. RESULTS AND DISCUSSIONS

1) Transparency of Implementation of Health Services

Transparency is openness to all actions and policies taken by the government. Transparency is built based on the free flow of information. All government processes, institutions and information are accessible to interested parties, and the information available must be sufficient to be understood and monitored.

[Mustopadidjaja \(2003\)](#), defines transparency as an openness of the government in making policies so that they can be known by the public. While Implementation is the application, implementation or action carried out based on a plan that has been carefully prepared in detail. [Usman \(2002\)](#), explains that implementation is something that includes activities, actions, actions, or those that are carried out systematically or are bound by mechanisms. Cleaves, quoted in [Wahab \(2014\)](#), explicitly states that: Implementation includes "the process of moving towards policy goals using administrative and political steps. The success or failure of such an implementation can be evaluated from the point of view of its real ability to continue or operationalize the programs that were previously designed.

- **Compliance with service standards**

[Blocher et al. \(2012\)](#), said that what is meant by service is an effort to provide assistance or assistance to other people, either in the form of material or non-material so that the person can overcome the problem itself. Meanwhile, [Moenir \(2016\)](#), explained that service is a process of fulfilling needs through the activities

of other people directly. [Perangin Angin \(2001\)](#), in his book entitled public relations fostering good relations with the Public, assumes that service is an overall process of forming the image of the company, either through the news media, forming a corporate culture internally, or communicating about the company's views. to government leaders and other interested public.

[Luthans et al. \(2021\)](#), said that service is a process of fulfilling needs through the activities of other people which involves all problems addressed by other people to solve problems. Services in the health sector in Indonesia are still unable to meet the satisfaction of the entire community, are still far from what the Indonesian people expect and are of poor quality. The duties of public services organized by the government include primary services, which are the most basic, namely health services and education services.

The types of quality used to assess service quality according to [Rangkuti \(2014\)](#), are (1) technical quality (outcome), namely the quality of the work of the service delivery itself; and (2) quality of service (process), namely the quality of the way the service is delivered. Because services are intangible and the technical quality of services cannot always be evaluated accurately, service users try to judge service quality based on what they feel, namely the attributes that represent process quality and service quality. Public services in the health sector in Indonesia are still far from that quality. This is evident from the many criticisms levelled by the Indonesian people in the media, both social media (social networks) and print media, about services that do not meet their expectations. To give a bad impression of the state apparatus related to this field.

Public service delivery must have published service standards as a guarantee of certainty for service recipients. The service standard is a measure that is carried out in the administration of public services that must be obeyed by service providers or recipients. To improve quality and guarantee the provision of public services, it must be adapted to the general principles of the government in protecting every citizen or resident from abuse of authority in administering public services.

The results of the interview with Mrs. Hj. Rosmalanur, SKM as the Head of Service Division at Majene Hospital on 2 May 2023, stated that:

"The standard of health services implemented at Majene Hospital is by the Operational Service Standards or Minimum Service Standards"

The statement above shows that the Majene Regional General Hospital has implemented service standards in accordance with the Operational Service Standards or Minimum Service Standards set by the health authorities or related institutions. This indicates that the hospital is trying to provide adequate quality health services in accordance with established standards, which can include aspects such as patient safety, accreditation, compliance with medical procedures, and others.

This statement can also show that Majene Hospital has complied with and complied with the applicable legal and regulatory requirements related to the provision of health services. This compliance is important in ensuring that patients and the public receive safe, effective, and quality health services. The implementation of service standards by the Operational Service Standards or Minimum Service Standards also shows that Majene Hospital is trying to run an efficient and effective service system. This means that the services provided are well organised, minimize wastage of resources, and optimize health outcomes for patients.

This statement also reflects the important role of professionalism and accountability in Majene Hospital. All medical personnel and health staff are expected to comply with established service standards, be responsible for their actions, and put the patient's interests first. Compliance with Operational Service Standards or Minimum Service Standards can build public trust in Majene Hospital as a health service institution. When people know that a hospital follows set standards, they will feel more confident and comfortable getting health services there. The interview above was also justified by the results of the employee/administrative staff interview, Ms Haeria, S. Kep on 4 May 2023, stating that:

"The implementation of health services provided to the community has been carried out by service operational standards/minimum service standards that apply. Also optimizing all the best services for every community who come to feel satisfied with the services provided"

This statement shows that the implementation of health services to the community has been carried out by the established Service Operational Standards or Minimum Service Standards. This indicates that services are carried out following established guidelines and procedures to ensure consistency, quality, and safety in the delivery of health services. In addition, hospitals or health service providers commit to optimising all the best services for every community that comes. That is, health services are directed to meet the needs and expectations of patients, as well as provide a positive and satisfying experience for them.

Hospitals or health care providers emphasize the quality of services provided. This covers various aspects, such as accuracy of diagnosis, use of the latest medical technology, patient safety, friendliness of staff, and attention to detail in providing care. Everyone who comes to health services is valued and treated equally regardless of background, social status, or economic conditions. This inclusivity ensures that all patients receive the same and the best service.

Health services are not only focused on when patients come for treatment but also on long-term continuity of service. This means that efforts are made to ensure that patients receive continuous care and coordination between various health facilities if necessary. Commitment to continuously develop and improve the health services provided. By continuously adapting to the latest developments in the medical world and community needs, hospitals or service providers strive to provide better and more effective services from time to time. The above statement was also confirmed by the results of an interview with a resident named Mrs Nafsiah on May 8 2023, stating that:

"The procedures carried out are in accordance with the applicable service Standard Operating Procedures (SOP). The procedure went well and systematically"

The statement above confirms that the procedures carried out have been carried out by applicable service standards. This signifies a commitment to follow the guidelines, protocols or rules set by the health authorities or relevant agencies. Compliance with service standards is important to ensure the consistency and quality of services provided to patients. The phrase "the procedure went well" indicates that the procedure was carried out smoothly and successfully. This can mean that the system has been properly designed, all stages of the procedure are carried out correctly, and the implementation of the procedure contributes to a positive result.

If the procedure goes well, then this indicates that the service system is functioning properly and efficiently. Efficiency in carrying out procedures can help save time, and resources, and increase productivity. Implementation of procedures by standards also has an impact on improving service quality. Systematization and adherence to service standards can help minimize the risk of errors and optimize the desired outcomes for patients. When service procedures go well and are by standards, this can also build public trust in institutions or health service providers. Communities will feel more confident and secure when they know that the procedures followed have been tested and comply with established standards. The above statement is also confirmed by the results of an interview with a resident named Mrs Maryam on May 25 2023, stating that:

"Everything went as it should. Nothing complicated or complicated. If the requirements requested are appropriate and complete, the service will automatically run smoothly."

The phrase "Everything goes as it should" shows that the service process runs efficiently and smoothly. This can be caused by the existence of a system or procedure that is well-organized and carried out correctly. When services run smoothly, it can reduce patient waiting time, minimize confusion or process disruption, and increase productivity in providing health services. There is no effort to make it difficult or hinder patients from getting services. Ease of access and service processes will provide a positive experience for patients, and they are more likely to be satisfied with the services provided if there are no unnecessary barriers.

The requirements that must be met to obtain services are clear and understandable to all parties. No terms are kept secret or arbitrarily changed. The principle of justice is important to ensure that every individual has equal access and equal opportunity to obtain health services. If the requirements requested are appropriate and complete, then the service will also run smoothly. That is the requirements set correlate with the service quality standards to be provided. If the requirements have been met, it is hoped that the service received by the patient will be by the desired standard.

When everything goes as it should, this can reflect good management and coordination within the health care system. Various sections or units in hospitals or health institutions work synergistically to provide quality services by established procedures. The statement above is also supported by the results of an interview with a resident named Mrs. Nursamsi on 11 May 2023 stating that:

"Service standards are running as they should. Starting from the procedures and requirements until after registering, the service officer immediately directs the destination to the next room for inspection. Even though the procedures for how to do the treatment are posted"

The phrase "service standards are running as they should" shows that the institution or hospital has implemented well-defined service standards. Compliance with these standards is important to ensure the consistency and quality of services provided to patients. The service process has been well-designed and runs smoothly. An easy and seamless experience in registering and obtaining health services will increase patient satisfaction.

When the service staff directs the patient to the next room after registration, this shows good orientation and guidance from the health staff. Patients feel helped and guided in their treatment process, so they feel more calm and confident. A seamless patient experience from one stage to the next demonstrates a focus on service efficiency. This efficiency can reduce waiting times and optimize the use of

resources, thus increasing productivity and helping hospitals or health institutions provide services to more patients.

This statement also confirms that the procedure for carrying out the treatment has been displayed. Openness and transparency in providing information about treatment procedures allow patients to understand what they will be dealing with and feel more involved in making decisions about their care. Hospitals or health institutions pay attention to the patient experience. From the beginning to the end of the service process, attention is paid to making the patient's experience as good as possible, so that they feel valued and treated well. The above statement is also supported by the results of an interview with a resident named Mother Dewi on May 15 2023, stating that:

"Service standards are by applicable regulations. Service officers are also very clear in conveying information. That way we are no longer confused in receiving services"

The phrase "service standards are by applicable regulations" indicates that the hospital or health institution has followed and complied with the service standards that have been set. This compliance is important to ensure the quality and safety of services provided to patients. Service officers have been very clear in conveying information to patients. Transparent and easy-to-understand communication helps patients understand the service process, the steps to be taken, and what is expected of them.

When information is conveyed clearly, confusion in receiving services can be reduced. Patients are no longer confused about what procedures they need to undergo or what is expected of them during treatment. Openness, clarity, and adherence to service standards can increase patient trust in hospitals or health institutions. Patients feel more confident and calm when they know that they are receiving services according to predetermined standards.

With clear information and standardized service, patients are more likely to experience positive experiences during treatment. Positive experiences can increase patient satisfaction and influence their perceptions of health services. Clarity in communication and adherence to standards also contribute to efficiency in service delivery. A well-organized and easy-to-understand service process for patients can reduce waiting times, minimize errors, and increase staff productivity. In addition to the interview above, the results of an interview with a resident named Mrs Dayati on May 18 2023, stated that:

"It is an obligation for the community as service recipients to follow existing procedures. That obligation which every established service procedure must be followed and completes all the requirements requested. That way the process of giving and receiving services will run effectively"

The phrase "it is an obligation for the community as a service recipient in terms of following existing procedures" emphasizes that the community has a responsibility to follow the procedures set by the service provider. This responsibility includes complying with established procedures and requirements for obtaining health services. This statement highlights the importance of compliance and completeness in meeting service requirements. By following procedures and completing the requirements requested, the community helps ensure that the service delivery process runs effectively and smoothly.

By ensuring compliance and completeness of requirements, the service process will run more effectively. This compliance helps avoid obstacles or delays in providing health services so that patients can get the care they need immediately.

By fulfilling the obligation to follow procedures and requirements, the community also contributes to improving the overall quality of service. Patient compliance helps ensure that medical procedures are performed correctly, the information provided is accurate, and patient care is safer and more effective.

This statement underscores the importance of cooperation between service providers and the community as service recipients. The process of providing and receiving health services will run better if all parties work together and support each other in complying with applicable procedures and requirements. Awareness of community responsibilities and obligations in complying with health service procedures and requirements. With good cooperation between service providers and the community, the service delivery process will run more effectively, and the quality of health services can be improved for the common good.

From the results of interviews with some of the informants above, it can be concluded that the statements of the people who came as service recipients at Majene Hospital stated that the service standards provided were appropriate. Both procedures and requirements have been carried out according to Standard Operating Procedures. In terms of the perfection of service standards, it cannot be separated from how service officers provide clear information to the public which comes as an easy way to get clear services. Even though there are already pictures or charts in the form of writing that have been provided. This is to the theory put forward by [Jatman & Winarsih \(2015\)](#), regarding public service standards that must be realistic and published to the public.

- **Service technical and administrative requirements**

[Keban \(2004\)](#) in [Pasolong \(2022\)](#), states that "Public Administration is a process in which public resources and personnel are organized and coordinated to formulate, implement, and manage decisions in public policy. Law No. 25 of 2009 Concerning Public Services and Decree of the state minister for Administrative Reform No. 63/KEP/M.PAN/7/2003 Concerning General Guidelines for the Implementation of Public Services norms can be based on relevant principles and are used in the context of public services, as well as an effort to limit and test the legitimacy of public services a. The principle of transparency in public administration This principle is a principle that requires that carrying out tasks or public services, must be carried out easily and openly to the public starting from the process of taking decisions about policy, planning, implementation, supervision, control, and the necessity that public services can be easily accessed by all parties who need information. b. The principle of justice is something broad, which includes legal, social, religious, and so on. Apart from that, what is certain is that the principle of justice requires the purpose of law for every rule of law. The principle of justice requires the purpose of law for every rule of law. The principle of justice requires that every action of a regional government institution or official always pays attention to aspects of fairness and fairness. c. The principle of good governance accommodates public services, both in the process and results of decisions that reflect accountability, transparency, acceptance of differences in control, and a society that is enforced in a real way.

In the process of implementing public services at Majene Hospital, it already has inpatient service standards and has been published, so there is a service guarantee, the principle of certainty and the principle of transparency for service recipients in terms of patients seeking treatment or hospitalization at Majene Hospital. In the process of implementation and procedures, the mechanism of requirements and standard procedures for inpatient services at Majene Hospital are Requirements: Identity Card, National Health Insurance Card/Social Security

Administration Agency/Healthy Indonesia Card, and other identities. Procedure: a patient brings an identity card, Resident Identity Card/Family Card, Social Security Administration Agency or Healthy Indonesia Card, Medical Records Officer checks the patient's complete identity and inputs it into the system, Registration for the Agency Social Security Providers/Healthy Indonesia Cards, for general patients, pay for inpatient observation directly.

The results of an interview with Dr Hj. Yupie Handayani as Head of Hospital Majene Hospital on June 5 2023, stated that:

"Regarding the requirements, we have been informed clearly both in the form of a browser and in the form of a chart that is on display at Majene Hospital. everything is done for the convenience of the community in the administration process and getting services"

The requirements needed to obtain services at the Majene Regional General Hospital have been informed in two ways, namely in the form of a browser and in the form of a chart that is displayed. This shows the commitment of the Regional General Hospital to be transparent and provide easy access to information for the public so that they know exactly what is needed to get medical services.

By presenting the requirements in the form of a browser and charts, Majene Hospital wants to make it easier for the public to access information related to administrative processes. Thus, it is hoped that the community can more easily prepare the documents and requirements needed before coming to the hospital, avoiding confusion or errors that can occur due to a lack of information.

The provision of clear and easily accessible information shows that Majene Hospital is trying to improve service and patient satisfaction. By knowing the requirements clearly, it is hoped that the community will feel easier in the administrative process and medical services so that they can improve their experience while in the hospital.

By properly informing the requirements, it is hoped that the administrative process can run more smoothly and quickly. People do not have to spend time wondering what documents are needed or what procedures to follow, because everything is provided. This can increase efficiency in administrative processes and save time, both for the community and the hospital. The results of the interview with Mrs Hj. Rosmalanur, SKM as the Head of Service Division at Majene Hospital on June 8 2023, stated that:

"The requirements have been informed and placed near the service counter. Written in large print and can be read within a minimum visibility of 3 (three) meters. This has been conditioned according to the room. Al is also convenient access for people who have just entered the hospital and want to register early. Those who previously did not know anything about the requirements before being served"

Regional General Hospitals demonstrate transparency by providing information on requirements in a clear and easily accessible manner. The location of the information which is near the service counter, written in large print, and can be read within a minimum visibility of 3 meters shows the efforts of the Regional General Hospital to ensure that this information is easy to find and accessible to everyone. Thus, people who come to the hospital do not need to look for information or ask officers, but can quickly find out the requirements needed.

The Regional General Hospital pays attention to people who have just come to the hospital and do not know what requirements are needed before being served. By providing clear and easily accessible information, the hospital creates easy

access for new patients who are not familiar with the initial registration process. This step shows the Regional General Hospital's awareness of the importance of providing a positive experience for new patients so that they feel valued and assisted in the administrative process.

The placement of information requirements by the room shows concern for environmental harmony. By aligning the placement of information, the hospital ensures that every patient or visitor can easily find the information they need without confusion. This reflects the commitment of the Regional General Hospital to create a comfortable and friendly environment for people who come to the hospital.

By providing information on prior requirements, the District General Hospital can improve efficiency in the initial registration process and overall service. Patients who already know the requirements beforehand can be better prepared with the necessary documents so that the administration process can run more smoothly and quickly. This has a positive impact on the quality of service and patient experience while in the hospital. The results of interviews with employees/administrative staff at Majene Hospital on 12 June 2023 stated that:

"The services provided include professionalism in serving the community. Not difficult and convoluted to those concerned. With a note that all the required files are complete without any deficiencies"

The importance of professionalism in providing services to the community. Professionalism includes the attitude, behaviour, and high quality of service from the serving officers or employees. Professional services must be carried out with good ethics, adequate knowledge, and awareness of responsibility in helping and meeting community needs. Good service should not be difficult or convoluted for the people who access it. This means that services must be transparent and easily accessible without unnecessary obstacles. More than that, there is an impression from this sentence that entities that provide services should pay attention to the needs and convenience of the people served.

Good service must be supported by clear and complete requirements. If all the requirements files have been prepared properly and completely without any deficiencies, then the service process can run more smoothly and efficiently. This also shows that the clarity and completeness of the requirements are the responsibility of the service provider to ensure that the community does not experience difficulties or obstacles when applying for or accessing services. The principle of fairness in service. By stating that the service is not complicated for those concerned if all the required documents are complete, emphasizing the importance of providing equal and fair service to every individual or community that meets the specified requirements. The results of an interview with a resident named Ibu Dewi on 14 June 2023 stated that:

"The technical requirements have been informed. As you can see, the charts and large print are really helpful for those who are just starting to be served like me."

The technical requirements have been clearly defined and unambiguous. Information regarding the necessary technical requirements has been provided in an easy-to-understand way, so as not to cause confusion or doubt for those who will use the service. Service providers have used effective methods of conveying information on technical requirements, namely by providing charts and using large print. The use of charts helps in presenting information in a visual and structured manner, while large print makes it easier for readers to read and understand the information clearly. This demonstrates the awareness of service providers about the

diverse needs of information users, including those who require visual aids or who have visual impairments.

By presenting information clearly and easily accessible, people who are accessing the service for the first time, such as people who say "I am", will feel helped and have more confidence in following the service process. This reflects awareness of the importance of providing a positive experience for users of new services and reducing their potential confusion or anxiety. By providing information that is clear, easy to understand and easily accessible, this sentence shows that the service provider is trying to improve the accessibility of services for everyone. The provision of good information allows the public, including those who are using the service for the first time, to easily understand what is expected and required of them in the service process. The results of an interview with a resident named Mrs Nursamsi on 16 June 2023 stated that:

"The requirements have been clearly stated. And regarding administrative services running normally as expected"

Requirements needed for the administrative process have been conveyed. This means that the party providing the service has communicated the required information well so that service recipients can easily understand what is required of them. The clarity of these requirements is important because it can avoid confusion, errors, or ambiguity in the administrative process. Administrative services run normally as expected. This indicates that the administrative process is running well, without any significant obstacles or problems. Administrative services that run smoothly provide satisfaction to service recipients and enable the smooth running of various processes related to administration. The results of interviews with a community member named Mrs Maryam on June 19, 2023, stated that:

"The requirements have been conveyed very clearly. The hospital has made it easy for the community with charts and large print writing about the requirements requested before being served. Very satisfied and appreciate, administrative services that are not complicated to buy. The officers immediately responded with a note that they had to fulfil the requirements and complete the requested files"

The hospital has conveyed the requirements very clearly. This clarity is very important because it allows people to understand exactly what is needed before they are served. With clarity of requirements, the public can better prepare all the documents and information needed, so that administrative processes can run more smoothly and efficiently. The hospital has made it easy for the community by providing charts and large print writing about the requirements requested before being served. Information provided in a visual form and capital letters makes it easy for service users to find out requirements quickly and easily. This is especially helpful for people who have difficulty reading or for those who are accessing hospital services for the first time.

Service users are very satisfied and appreciate the hospital's efforts in providing good service. Customer satisfaction is very important in the healthcare sector because it can affect the image and reputation of the hospital. By providing good and responsive service, the hospital has managed to gain appreciation from the community it serves. Officers who responded quickly indicated that the hospital was trying to reduce bureaucracy and convoluted administrative processes. However, it is still stated that to get good service, service users must meet the requirements and complete the requested documents. This shows that efficiency does not mean sacrificing quality, but still ensures that all requirements are

properly met for the benefit of society and quality services. The results of an interview with a resident named Mrs Nafsiah on 21 June 2023 stated that:

"The requirements are clear and participants don't have to ask the service staff repeatedly with large print on display"

The requirements have been explained very clearly. Clarity of requirements is important in services because it allows service participants or users to understand exactly what is required of them without confusion or doubt. With clear requirements, participants do not need to ask the service staff repeatedly to confirm or find out the information that is already available. Services run efficiently. By providing clear and easily accessible requirements, service participants or users can immediately know what to prepare before coming to the service. This efficiency avoids delays in the service process due to repeated questions or extending the time to provide explanations that should have been available from the start.

Service providers have presented information requirements in a way that is easy to read and understand, making it easier for participants or service users to access this information. With large print, people with visual impairments or people who have reading difficulties can also easily understand the requirements needed. By providing clear requirements and easy information access methods, service providers show they care about the experience of service participants or users. This helps improve service quality and provides a more positive experience for service users. The results of interviews with a resident named Mrs Dayati on June 23, 2023, stated that:

"The requirements issued have been informed. By attaching and attaching large print charts and writing containing conditions that must be completed before being served, administrative service problems have been carried out professionally. Not complicated and fast to respond. However, back again with a note that if you want to be responded to quickly and served, the requirements must be completed without missing anything"

The requirements issued have been informed. This means that service providers have made efforts to convey requirements in an easy-to-understand and unambiguous way. With clear information, participants or service users can easily find out what is needed and how to complete these requirements. Through the installation of charts and large print writing containing requirements that must be completed before being served, the sentence shows an effort to provide easy access to information for participants or service users. Service providers provide information visually and clearly so that service users can quickly find out the requirements that must be met.

This shows that service is carried out with attitudes and behaviours that are by ethical standards and job demands. Professional service focuses on speed, clarity, and good response to the needs and questions of participants or service users. Even though administrative services are carried out quickly and without complications, participants or service users must ensure that the requirements requested have been fulfilled in full and according to the provisions. Completing the requirements correctly is the responsibility of the participant or service user to ensure the smooth running of the service process.

Based on the results of interviews with several of the communities above, it can be concluded that the importance of clarity of requirements, ease of access to information, and professionalism in service is to enhance a positive experience for participants or service users. This reflects the efforts of service providers to provide good, transparent, and efficient services to people who need these services.

- **Information systems in health services**

According to Triguno (1997), there are four main elements contained in a service excellence information system, namely: speed, accuracy, friendliness, and comfort. The four components are an integrated unit, meaning that the service will not be excellent if there are components that are lacking. Good service or service quality will be able to provide satisfaction to the community towards government organizational units that provide special services and government in general. The reality that is currently visible is the performance of public services which tends to be a measure of government performance, many demands from the community are increasingly strengthening so that public services in the health sector are more responsive to community needs, implementing transparent, participatory, and accountable management Bappenas. (2011).

Based on the above understanding, the hospital performs several types of services including medical services, medical support services, nursing services, rehabilitation services, prevention and improvement of health, a place for medical and paramedical education and/or training, a place for research and development of science and technology in the health sector, as well as to avoid risks and health problems as intended, so it is necessary to organize hospital environmental health by health requirements. The results of an interview with Mrs Hj. Yupie Handayani as the Head of the Regional General Hospital on July 3 2023, stated that:

"The hospital has made it easy for everyone who comes for treatment. Starting from procedures, requirements, costs, standards and service mottos by making charts and pasting them in each field unit that is on the walls of the hospital or the walls of the hospital area"

The hospital's commitment is to provide convenience and openness to the public in accessing health services. By providing information about procedures, requirements, costs, standards, and service mottos in the form of charts posted on each field unit and the walls of the hospital area, the hospital shows its seriousness in providing easy and transparent access to information to all parties. By displaying information regarding procedures, requirements, costs, standards, and service mottos in an open and easily accessible manner, hospitals also contribute to increasing public awareness of their rights to obtain health services. Easy-to-understand and transparent information can help people understand the process and better prepare themselves for treatment at the hospital.

By providing comprehensive information about procedures, requirements, and costs, hospitals help reduce the uncertainty and worry that patients or their families may experience. This information allows them to understand what to expect and how the service process will work, so they can make informed decisions regarding treatment options and the preparations needed. Providing information openly and transparently also reflects the level of accountability of the hospital for the services provided. By displaying information about service standards and mottos, hospitals show their commitment to providing services that comply with quality standards and support a positive experience for patients.

Posting charts in each field unit and on the walls of the hospital area ensures consistency and uniformity of information conveyed to the public. Important messages about services and procedures will be received consistently by all visitors, so there is no confusion or misunderstanding. The results of the interview with Mrs Hj. Rosmalanur, SKM as the Head of Service Division at Majene Hospital on July 4 2023, stated that:

"The hospital has provided convenient information to every member of the public who comes to receive services. By providing and displaying charts and browser procedures and requirements in a maximum size that can be read by every member of the public who comes, and to make it even easier for the public to ask questions directly to the unit concerned if they still don't understand. Staff ready to serve"

The hospital's commitment is to provide convenience and transparency to every member of the public who comes to receive services. By providing clear information about procedures and requirements through charts and browsers, the hospital shows it is serious about providing easy-to-understand and transparent access to information for the public. Hospitals not only provide information in the form of charts and browsers but also display it in the maximum size that every member of the public can read. This demonstrates the hospital's initiative to ensure information is easily accessible and accessible to everyone, regardless of age or eye condition.

Apart from providing written information, the statement also implies that the hospital provides flexibility for the public to ask questions directly to the relevant units if there are things that are not understood. The ability to ask questions directly helps in providing further explanations and ensuring that the community understands the procedures and requirements required. The readiness of these officers is an important part of quality service. Communities feel valued and prioritized when officers are ready to help and provide the necessary information.

The hospital focuses on the community's experience in accessing services. By providing easily accessible information, providing flexibility to ask questions, and ensuring staff readiness to serve, hospitals create a friendly and supportive environment for people who come to receive services. This is also the provision of convenience to every community who comes for treatment, has fulfilled the concept of excellent service in Regional General Hospital services by the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Menkes/SK/X/2004 Concerning Hospital Environmental Health Requirements. The results of interviews with staff/administrative staff at the Majene Haeria Hospital, S.Kep on 6 July 2023, stated that:

"To facilitate the application of conveying information, the hospital has always provided information boards in the form of service standard procedures and requirements as well as service mottos in the form of charts and browsers so that it is easier if after seeing the information boards displayed you can also just convince by asking directly to the employee who works if you don't understand"

The hospital has a high focus on easy access to information for the community. By providing information boards in the form of procedures, service standard requirements, and service mottos in the form of charts and browsers, the hospital ensures that this information can be easily accessed by anyone who needs it. Through the provision of these information boards, the hospital shows transparency and openness in providing information about procedures and service requirements. This helps people to understand clearly the service process and what is expected of them when using hospital services.

The hospital also provides support to the community by allowing them to ask questions directly to the staff on duty if there are things they don't understand after seeing the information boards. This shows that the hospital wants to ensure that the community has a clear understanding of the procedures and requirements before they join the service. By providing information that is easily accessible, and

transparent, and providing support to ensure understanding, the hospital creates an environment that supports a positive experience for every service user.

The provision of information boards as a means to convey information shows that the hospital is committed to carrying out the application of this information on an ongoing basis. By always providing up-to-date information, the hospital ensures that the public can continue to receive relevant and up-to-date information.

Based on the results of interviews with informants, it can be concluded that the hospital has committed to providing easy access to information and transparency in procedures, requirements, costs, standards, and service mottos for every community that comes to receive services. The hospital has made efforts to provide easily accessible information using various media, such as charts, browsers, and information boards, as well as ensuring that the text size is large enough to be easily read by every service user. To provide easy access to information, the hospital also provides an opportunity for the public to ask questions directly to the officers on duty if there are things they don't understand after seeing the information provided. The hospital also emphasized the readiness of officers to provide services and answer questions from the public. The hospital strives to create a transparent, friendly, and supportive environment for people who come to receive services.

By providing easily accessible information and providing opportunities to ask questions, the hospital is committed to providing quality services and a positive experience for every service user. This effort reflects attention to community needs and seriousness in providing good and reliable services. According to Law No. 44 of 2009 Concerning Hospitals explained in Chapter 1 Article 1 paragraph 4 that a patient is any person who consults about his health problems to obtain the necessary health services either directly or indirectly at the hospital. A patient is someone who receives medical treatment, whether suffering from a disease or just a control, but must be served based on predetermined provisions or procedures.

2) Driving Factors in the Transparency of Health Service Implementation

• Human Resources (HR)

The results of the interview with Mrs Hj. Rosmalanur, SKM as the Head of Services at the District Hospital Majene, on July 10, 2023, stated that:

"Authorized officers and those who have previous responsibilities must be formally determined based on a Decree/Officer Letter from an authorized official"

The importance of formally establishing the position and legality of the authorized officer. By appointing officers formally based on a Decree or Letter of Assignment from an authorized official, the roles and responsibilities of officers become clear and legally valid. With a formal appointment based on a decree or letter of assignment, officers become responsible for their duties and authority. This ensures that officers have legitimacy and authority in carrying out the assigned tasks and also makes it possible to evaluate and assess the performance of officers by their responsibilities.

The importance of setting a clear and orderly organizational structure. By formally assigning officers based on a decree or letter of assignment, the organizational structure becomes more organized and efficient, thereby facilitating cooperation and coordination between various officers and work units. The appointment of officers based on a Decree or Letter of Assignment also has meaning in maintaining the credibility and security of the institution or organization. In this

way, the community or other parties can have confidence that the officer on duty has been legally appointed and has the qualifications for the responsibilities assumed. Appointment of officers based on a Decree or Letter of Assignment can assist in maintaining a clear separation of powers within an organization or institution. This is important to prevent abuse of authority and power that can harm other parties.

Based on the results of the interviews with the employees above, the researcher can conclude that it is important to have formal and clear arrangements regarding the appointment of authorized officers and their responsibilities. With a valid determination based on a decree or letter of assignment, institutions or organizations can function efficiently and regularly, and the public or other parties can feel confident in the credibility and security of the services provided by these officers.

- **Facilities and infrastructure**

Facilities and infrastructure are a set of tools used in an activity process. The existence of facilities and infrastructure such as comfortable hospital buildings equipped with software, and complete medical equipment can create patient satisfaction. Based on the results of interviews with Hj. Nurkiah, S. Farm. M.Kes, Apt on 11 July 2023, stated that:

"Our task here as a service support sector is to coordinate all the facilities and infrastructure in this hospital. Starting from medical to non-medical. For example, we prepare medical dispensaries for medicines and laboratories. All medical devices are also available. Facilities and infrastructure are also complete. It's just not complete for that need. But of all types of facilities and infrastructure, everything is there, from computers, shelves, chairs, complete beds, from buildings to equipment, etc"

The importance of coordination and synergy in the field of service support. Good coordination between the medical and non-medical fields at the hospital ensures that all existing facilities and infrastructure can function harmoniously to support medical services and patient comfort. Commitment to service support in providing complete and quality facilities and services for medical and non-medical needs at the hospital. The availability of adequate facilities and infrastructure is an important aspect of providing good service to patients and the medical team.

The provision of various types of facilities and infrastructure, including computers, shelves, chairs, beds, buildings, and other equipment, shows the efforts of the service support sector to organize and provide everything needed so that hospital operations can run efficiently. Even though all types of facilities and infrastructure are available, the statement recognizes that there are challenges in meeting growing needs. This shows the awareness that the service support sector needs to always adapt and anticipate the changing needs of the hospital. Commitment to in-service support to support patient comfort and ensure the medical team has the tools and facilities needed to provide quality care.

Based on the results of the interviews with the informants above, after combining the results of the interviews with observations, it is clear that the parties concerned have provided facilities that can create a sense of satisfaction for the community, such as computers provided to make it easier for service workers to input patient data, seats for people waiting and tables for facilitating service activities and the existence of other facilities such as the existence of a small hut as a place for people to rest while waiting for their turn to be served, as well as a

reading hut to relieve boredom if they are still waiting in line. The results of an interview with a resident named Mrs Dewi on 13 July 2023 stated that:

"The facilities provided by the hospital are very good. It's just how the hospital can beautify it even more. especially with the existence of a rest house, of course, it is very facilitating. It's just that there are still many patient families who make the rest hut look shabby and dirty because they put clotheslines around the hut"

The facilities provided by the hospital are very good. This includes a variety of medical and non-medical facilities, such as beds, treatment rooms, buildings, and rest houses. Praise for good facilities shows appreciation for the hospital's efforts in providing quality and comfortable services for patients and their families. Even though the facilities are good, the statement emphasizes the importance of efforts to further beautify the appearance of the facilities. A clean and beautiful appearance can create a comfortable and relaxing environment for patients and their families and reflects the image of the hospital's professionalism and care.

The existence of a rest house is very beneficial for the patient's family who needs a place to rest during treatment. The boarding house provides comfort and safety for the patient's family so that they can still accompany the patient without having to stay outside the hospital. There is a problem of cleanliness around the rest of the cottage house. The patient's family had laid a clothesline around the hut, which probably gave it a rundown and dirty appearance. Therefore, it is important to overcome this problem by providing supervision or counselling to the patient's family regarding how to maintain the cleanliness and appearance of the environment around the rest house. The role of the patient's family in maintaining the cleanliness and appearance of the rest cottage. The patient's family can contribute to maintaining cleanliness and tidying up the area around the hut so that the environment remains clean and comfortable for them and other visitors. The results of interviews with a resident named Mrs Nursamsi on June 14 stated that:

"Very appreciate and satisfied with the facilities provided. Coupled with the existence of a small hut in every corner as a place for the patient's family on guard. And the existence of a reading corner house provided by the hospital greatly facilitates and helps eliminate the boredom of the patient's family"

This statement shows gratitude and appreciation from someone who has experienced a situation where the patient's family feels satisfied and appreciated for the facilities provided by the hospital. This appreciation reflects their appreciation for the hospital's efforts to create a comfortable and supportive environment for the patient's family. The existence of small huts on every corner and a reading corner house shows the hospital's attention to the needs of the patient's family. A small hut provides a place for the patient's family to rest and spend time during treatment, while a reading corner house provides entertainment and an opportunity for them to relieve boredom.

By providing facilities such as accommodation and reading corners, the hospital shows a commitment to creating an environment that cares for the well-being of patients and their families. These facilities provide emotional and mental support to patients' families during their treatment period, which can help reduce their stress and anxiety levels. Reflecting how the facilities provided by the hospital give a positive impression to patients and their families. A pleasant experience at the hospital can increase their satisfaction and trust in the health services provided.

The existence of facilities such as boarding houses and reading corners improves the experience of patients and their families while in the hospital. These facilities create a more welcoming and relaxed atmosphere, which can help reduce

tension and increase comfort during treatment. The results of an interview with a resident named Mrs Maryam on July 17 2023 stated that:

"The facilities provided are maximal. In the poly room, the room is also spacious and the chairs are very facilitating plus you can stop by the reading hut while waiting in line"

The hospital is committed to providing quality services to patients. Maximum facilities, including spacious polyclinic rooms and comfortable chairs, show concern for patient comfort and satisfaction while they are waiting in line. The spacious polyclinic room reflects the effort to provide a comfortable and non-crowded environment for patients and their families. By providing a spacious room, the hospital creates a relaxed atmosphere and does not make patients feel constrained while waiting.

The existence of reading booths in the polyclinic room area indicates an initiative to support reading activities while waiting in line. These facilities help relieve boredom and provide options for patients and their families to fill their waiting time with useful activities. The provision of comfortable and entertaining facilities, such as spacious rooms and reading booths, shows concern for the psychological well-being of patients. A friendly and fun environment can help reduce stress and anxiety levels during hospital visits.

Maximum and comfortable facilities in the polyclinic room contribute to a positive patient experience. Pleasant experiences can increase patient satisfaction and give a positive impression of hospital services. The results of an interview with a resident named Mrs. Nafsiah, on 19 July 2023, stated that:

"In my personal opinion, the facilities provided are sufficient and I really appreciate the reading huts provided by the hospital"

Mrs Nafsiah was satisfied with the facilities provided by the hospital. The existence of sufficient facilities reflects that the hospital has paid attention to the needs of patients and visitors. Mrs Nafsiah realizes that their personal needs have been met with the existing facilities. This shows that the hospital pays attention to the varying needs of each patient and visitor.

The existence of a reading cottage is mentioned as one of the aspects that are highly appreciated by individuals who make statements. Facilities like these can help reduce boredom and provide opportunities for patients and their families to relax and read while waiting in line or for treatment. Appreciation for the hospital's efforts to provide useful facilities for patients and visitors. This shows that the hospital's efforts are recognized and valued by service users.

Facilities provided by the hospital, including reading booths, provide psychological support for patients and their families. In medical care situations, having comfortable and supportive facilities can help reduce stress and anxiety levels. The results of an interview with a resident named Mrs Dayati on July 21, 2023, stated that:

"What is provided by the hospital has been very helpful and facilitating. The problem with medical devices and equipment may depend on the needs of each patient. And even if medical equipment is still far from adequate, I wish it could be fulfilled"

Feeling helped and facilitated by the facilities provided by the hospital. This includes various aspects, such as medical equipment, treatment rooms, and other facilities that help support medical services and patient comfort. Awareness that the needs of medical equipment are different for each patient. Every patient has special

needs, and hospitals must be able to adapt their services and facilities according to the needs of each patient.

There is some medical equipment that is still inadequate. However, to improve services, the hospital expressed a desire to correct these deficiencies so that the patient's needs could be more fulfilled. Awareness of unmet needs is the first step to making improvements and enhancements so that patients can receive better and more adequate services. It is the responsibility of the hospital to ensure that medical equipment and other facilities are adequate to provide quality services and meet the needs of patients properly.

Based on the results of the interviews with the informants above, after combining the results of the interviews with observations, the hospital has made efforts to provide adequate facilities and accommodate the needs of patients and their families. However, continuing to evaluate and improve facilities and services is an important step to improving the quality and patient satisfaction in the hospital care experience. The availability of this facility for service user communities is sufficient according to the theory put forward by [Yuwono et al. \(2008\)](#), regarding the definition of infrastructure as an effort to provide facilities to achieve goals which include buildings, land, buildings, and the rooms inside. From the results of the research above, it can be concluded that the suitability of the health service standards applied at Majene Hospital has been carried out as it should and strives to provide maximum service so that people feel satisfied with the services provided.

4. CONCLUSIONS AND RECOMMENDATIONS

Based on the results and discussion, this study concludes that: 1) Transparency of health services to service standards has been carried out according to systematic procedures, fulfilment of requirements is carried out without difficulty, and requirements function as complete files for the desired service; 2) The implementation of health services through an information system shows the availability of easily accessible information by the public through large information boards and browsers, including procedures, requirements and service standards that are understandable;

3) Transparency of administrative services is not complicated, with clear requirements in administrative services, as long as all the required documents are filled according to the conditions set; 4) The implementation of factors that affect the transparency of health services by officers requires competence adjustments so that health services can be carried out in a professional manner; and 5) Facilities and infrastructure including computers, medical and non-medical equipment, as well as waiting areas have been provided to make it easier for officers to manage patient data and increase the comfort of the public waiting for services. Based on this conclusion, several things are suggested. First, to maintain compliance with service standards, systematic procedures must be continuously improved and monitored so that they are relevant to developments in community needs. Second, in the implementation of information systems, ensure that information through large information boards and browsers is easily accessible by various groups of people. Third, to maintain administrative transparency, it is necessary to carry out intensive outreach regarding the requirements that must be filled out clearly so that service users can fulfil them correctly. Fourth, strengthen the factors that affect transparency through training and competency development for officers. Finally, maintain and improve facilities and infrastructure including technology in managing patient data. By implementing this suggestion, it is hoped that Majene

General Hospital will continue to increase the transparency of health services and provide better services to the community.

CONFLICT OF INTERESTS

None.

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None.

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