

THE QUALITY OF COVID-19 VACCINATION SERVICES AT PUSKESMAS SRONDOL

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ABSTRACT

The COVID-19 pandemic has become a world concern including in Indonesia. As one of the public facilities that function to provide health services, Puskesmas is required to continue to provide good quality services during the COVID-19 pandemic. The Ministry of Health reported a total of 3,908,247 confirmed cases and 121,141 deaths caused by COVID-19 on August 18, 2021. The quality of health services is important during the COVID-19 pandemic to prevent the transmission of the virus. This study aims to analyze the quality of COVID-19 vaccination services at Puskesmas Spondol. This study used a qualitative analysis method to find out the quality of COVID-19 vaccination services in Puskesmas Spondol based on the SERQUAL dimension. The subjects of this study were key informants and triangulation. Data were analyzed qualitatively based on the Miles & Huberman model. The results of the qualitative analysis showed that the quality of the COVID-19 vaccine service at Puskesmas Spondol in Semarang City could be measured from 5 dimensions of public service as proposed by Parasuraman including tangible, reliability, responsiveness, assurance, and empathy. It can be seen that the COVID-19 vaccination service at Puskesmas Spondol is satisfactory and appropriate. However, some aspects like parking facilities for cars and data collection on vaccination participants need to be improved. Puskesmas Spondol is expected to improve all aspects of providing COVID-19 vaccination services to satisfy the vaccination participants.

Keywords: COVID-19, SERQUAL, Quality of service, COVID-19 Vaccination

BACKGROUND

Coronavirus Disease or COVID-19 still becomes a worldwide concern. COVID-19 is a new disease that first appeared in Wuhan, China in December 2019. WHO (2020) reported a total of 63,965,092 confirmed positive cases of COVID-19 and 1,488,120 deaths worldwide due to COVID-19 in early December 2020. The Ministry of Health of the Republic of Indonesia reported a total of 3,908,247 confirmed cases and 121,141 deaths caused by COVID-19 on August 18, 2021. WHO designated this incident as a Public Health Emergency of International Concern (PHEIC) on January 30, 2020 (Ministry of Health of the Republic of Indonesia, 2020)). Meanwhile, in Indonesia, the first COVID-19 case was announced by the COVID-19 task force on March 2, 2020 (Teguh, et al 2020). The human to human transmission causes the spread of the virus more aggressive. The transmission of this virus from symptomatic patients can occur through droplets released when coughing or sneezing (Han, Yu; Yang, 2020)

The COVID-19 has a fast infection rate and the treatment is primarily symptomatic supportive therapy due to no specific medicine for this virus (Huang et al 2020)). The first case of COVID-19 in Indonesia was found in two participants at a dance party in Jakarta. They are suspected of getting infected by foreigners who are infected with COVID-19. Then, the following case was found the Diamond Princess cruise ship crew who was previously quarantined because the passengers of the ship were infected with the virus. After this case, the spread of COVID-19 cases in Indonesia began to rise and even clusters of spread appeared in some areas including Lembang, Bogor, Karawang, and Jakarta (Philips & Wicaksono, 2020). The cases continuously increased with 6.2 million people have infected on August 5, 2022.

Central Java Provincial Health Office data revealed that confirmed cases of COVID-19 in Central Java Province are in the top 3 highest number of cases nationally. The addition of new cases in Central Java Province as of August 18, 2021, reached 3,072 cases out of the total number of confirmed positive cases of 457,261 (Central Java Provincial Government, 2021). Meanwhile, Semarang City data revealed 311 new confirmed cases of the total confirmed positive

COVID-19 of 86,276 on August 31, 2021 (DKK Semarang, 2021)).

One of the efforts to stop the spread of the virus is manufacturing vaccines. Based on the Regulation of the Ministry of Health Number 84 of 2020, vaccines are biological products containing antigens in the form of dead or alive microorganisms that are attenuated, still intact, or in part, in the form of microorganism toxins that have been processed into toxoids or recombinant proteins, which are added with other substances to be given to a person in order to produce active specific immunity against certain diseases.

The COVID-19 vaccine was manufactured to encourage herd immunity in society meaning that certain types of people who cannot get the vaccine, namely newborns, the elderly, or people with autoimmune diseases can get protection from the people around them (Covid-19 Task Force, 2020)).

The Ministry of Health of the Republic of Indonesia data revealed that the coverage of COVID-19 vaccination in Indonesia has reached around 191.6 million people (92.01%) of the target number for the first dose of the vaccine as of March 7, 2022. Then, a total of 146.5 million people (70.38%) received the second dose of the vaccine. The 3rd vaccination or booster for the public has reached 11,466,461 doses (5.51%). In Central Java Province, the first dose of the COVID-19 vaccination has reached 26.2 million people (91.21%) of the total target of 28.73 million people as of March 7, 2022. Meanwhile, for the second dose, it reached 76.50%. The coverage of the first dose of COVID-19 vaccination in Semarang City based on the Semarang City Health Office has reached 1,348,333 people (96.89%) and 1,166,682 (83.84%) for the second dose as of July 7, 2022. The third dose has reached 528,225 people. The vaccination target of 1,391,552 people with Semarang City ID cards has not been achieved.

Puskesmas Srandol is one of the providers of COVID-19 vaccination services that implements the COVID-19 vaccine service procedure based on the Ministry of Health Regulation Number 84 of 2020 concerning the Implementation of Vaccination in the Context of Preventing the COVID-19 Pandemic. Puskesmas Srandol has carried out the COVID-19 vaccination services from March 2021 to July 7, 2022, reaching 37,033 people for the first dose and 31,411 for the second dose. The vaccination targets cover health workers, the elderly, workers or the public, public officials, and youth. Semarang City Health Office data reveal that the vaccination coverage of Puskesmas Srandol is considered low among the other 11 health care facilities with low achievement in Semarang City out of the 37 total health care facilities carrying out COVID-19 vaccination activities with a total of 12,340 doses. This is in contrast with Puskesmas Kedungmundu which achieved 38,530 doses which is the highest vaccination coverage in this city.

During the pandemic, the quality of health services should be improved in accordance with health protocols to reduce the positive cases of COVID-19 in Indonesia. As health service providers, puskesmas have vital roles, especially in implementing COVID-19 vaccination services. Puskesmas is required to provide quality services in terms of health service management, adequate health facilities, and resources in order to provide satisfaction to the community as service users. Parasuraman in Nursalam (2014) suggests that the concept of service quality related to patient satisfaction is determined by five aspects known as service quality responsiveness, assurance, tangible, empathy, and reliability (SERVQUAL).

Based on a preliminary survey in November 2021, the Head of Puskesmas Srandol said that the implementation of the COVID-19 vaccination service in this puskesmas experienced some problems such as complicated online scheduling and procedures applied by the center so that it was difficult if the existing vaccine recipient data have not been updated which required re-data collection so that there were long queues.

Dwiyanto (2006:56) in La Ode Muhammad Elwan (Muhammad Elwan, 2019)) states that the provision of public services by government officials to the community (the public) is the embodiment and function of the state apparatus as public servants and state servants. Thus, it can be concluded that service is activities offering satisfaction to a product. Health is one of the basic needs of society and it is a right for every person which is protected by the Constitution.

Kandiah, Lumolos & Kaunang (2016) explain that puskesmas is an organization to maintain and improve health, prevent and cure disease, and restore the health of individuals, families, groups, and communities. The role of health

services is to provide services to patients as well as possible. Munir (2010) (Khozin & Mutmainah, 2019)) defines public services as services that can be carried out by groups or individuals through certain systems, procedures, and methods to fulfill the interests of others in accordance with their rights. As a public health service, puskesmas must satisfy the user of health services in accordance with the average level of satisfaction of the population and its implementation in accordance with the predetermined standards and professional code of ethics.

Based on the elaboration above, the formulation of the problem is "How is the Analysis of the Quality of COVID-19 Vaccination Services (A Case Study at Puskesmas Srandol Semarang City)?" Then, this study aims to find out, understand, and analyze the quality of COVID-19 vaccination services through 5 dimensions of service quality at Puskesmas Srandol Semarang City.

METHOD

This qualitative study used an exploratory method with a case study design. The study was conducted at Puskesmas Srandol, Semarang City. Data were obtained from observations and in-depth interviews concerning the quality of covid-19 vaccination services at Puskesmas Srandol. Informants were divided into two categories, namely primary informants and triangulation informants. This study involved 15 main informants and 3 triangulation informants. Data were analyzed qualitatively based on the Miles & Huberman model.

RESULT AND DISCUSSION

The Quality of COVID-19 Vaccination Service based on Tangible Dimension (Direct Evidence)

Tangible dimension (appearance) is in the form of form/appearance including physical, equipment, employee appearance, and communication equipment. Service cannot be seen, smelled, or touched. Thus, the tangible aspect becomes important as a measure of service. Tangible is the most concrete sub-indicator in the form of all facilities that can be seen. Puskesmas ability to provide satisfying COVID-19 vaccination services for the community cannot be separated from the physical assessment of the service location, the appearance of the officers, and the availability of infrastructure. In this case, the physical appearance (tangible) of the COVID-19 vaccination service can be seen from the cleanliness of the puskesmas environment, the tools used, and the neatness of the officers. Most of the informants admitted that the appearance of the vaccination service officers was good by complying with the health protocol by using personal protective equipment (masks, face shields, and gloves) and using hand sanitizers before performing the vaccination.

Tangible dimension (form/appearance) is in the form of form/appearance including physical, equipment, employee appearance, and communication equipment. Service cannot be seen, cannot be smelled, and cannot be touched, so the tangible aspect becomes important as a measure of service. Therefore, the tangible dimension is the most concrete sub-indicator. The form is all facilities that can be seen.

The COVID-19 vaccination service in Puskesmas Srandol was carried out in two ways, namely, participants visit the puskesmas directly and puskesmas officers visit the participant. In this case, tangible physical evidence is the facilities used to provide services. The tangible aspects of vaccination services are the building, waiting room, vaccination room, the availability of parking lots, cleanliness and tidiness of the room, completeness of vaccination equipment, and the appearance of employees.

Based on the tangible dimension, the waiting room lacks seating and less spacious room but it is still comfortable and cool because there is air conditioning. The vaccination room is completed with a hand washing facility and hand sanitizer. The parking lot is limited for motorcycles only so some complain about the parking lot for cars as those who come driving a car to have to park the car beside the road.

A previous study by Yuantari & Setyaningsih (2022) stated that physical appearance (tangible) had a significant influence on patient satisfaction in COVID-19 vaccination services because one of the reasons to use a service is by looking at the physical appearance first.

The Quality of COVID-19 Vaccination Service based on Responsiveness Dimension

The responsiveness of vaccination officers affects the satisfaction of the community who accesses the vaccination program. The higher the perceived service, the higher the satisfaction level. The responsiveness of the health care workers is one of the most important aspects in the implementation of quality health services. The responsiveness of vaccine service employees is good which can be seen from the arrangement of schedules and data collection, delivery of information, and the implementation of services according to procedures.

The responsiveness dimension on the quality of the COVID-19 vaccination service by Puskesmas Srandol showed that in providing services, the officer prioritized fast service and they were quite responsive in dealing with the emerging problems. All informants said that the flow of the COVID-19 vaccination service at this puskesmas is neat and clear. The officers are responsive to the participants' problems and questions. An informant explained that before entering the puskesmas, an officer directed and guided participants as well as provided an explanation of the flow of the vaccination process.

Ramadhan et al (2021) state that service that is in accordance with standards is not enough without being able to show a professional attitude from the officers and not discriminating against all levels of society. Besides, the responsiveness dimension should show fast response and administrative services, readiness in responding to suggestions and complaints from visitors, and professionalism in working without discrimination.

The Quality of COVID-19 Vaccination Service based on Assurance Dimension

The results of interviews with informants concerning the assurance of the COVID-19 vaccination service at Puskesmas Srandol, Semarang City showed that the participant felt that the health officers provided clear information in a polite and friendly manner. The doctors, nurses, other medical personnel, and employees showed a positive impression which increase the community's satisfaction. In terms of the assurance dimension, the vaccine service at Puskesmas Srandol has provided good service and comfort for vaccine participants. Besides, the officers have done their job professionally.

The results of interviews show that the officers can professionally provide a sense of trust and comfort to participants. This can be seen from the services that prioritize cleanliness. However, the triangulation informants express some obstacles in the COVID-19 vaccination service at Puskesmas Srandol, namely participants who forgot to bring their ID cards and vaccine cards so officers needed a longer time to ensure the data were correct. This is in line with a previous study by Nona and Putu (2015) that the greater the patient's trust in health facilities, the greater the level of patient satisfaction with the quality of services.

The Quality of COVID-19 Vaccination Service based on Empathy Dimension

The empathy dimension is in the form of the serious attention of service providers to individual consumers. Empathy can also be seen in the officer's attitude who is easy to contact and has good communication with the public. In the context of the COVID-19 vaccine, empathy is related to the officer's behavior and attention to the vaccine recipients in order to create an atmosphere of harmony and mutual understanding between the officers and vaccine recipients.

The officers' empathy for vaccine recipients indicates a friendly manner without looking at the social status of the recipient. In other words, services are provided fairly without discrimination. This is in line with a previous study (Shabri, Nugraha, & Syamsul, 2019)) that the attention and care of officers has a relationship with patient satisfaction. The better the public's perception of empathy, the better satisfaction, and vice versa.

The Quality of COVID-19 Vaccination Service based on Reliability Dimension

Reliability refers to providing services according to schedules with correct services, accurate diagnoses, skilled treatment, and care to patients. The reliability dimension is the dimension of service quality in the form of the ability to provide optimal and accurate services covering speed of service, service accuracy, and smooth service.

Reliability in the quality of COVID-19 vaccine services at Puskesmas Srandol is the ability of vaccine service officers to provide the vaccination services accurately to the community in accordance with quality standards and as expected by the recipient.

The reliability dimension of vaccination services at Puskesmas Srandol can be considered good by looking at the public's enthusiasm, the reports of vaccination officers, and the response of the community who are greatly helped by the vaccination service. Overall, the informants stated that the vaccination service process at Puskesmas Srandol was carried out very well. One of the informants said that the vaccination service was carried out quickly and without having to go through complicated procedures. The informant added that the officers have explained the information about the vaccine well and are skilled in providing services.

The results of this study are in line with a previous study by Any Urwatul Wusko (2014) that there is a significant relationship between reliability and patient satisfaction. Moreover, Kosnan (2019) reveals that reliability has a positive and significant influence on patient satisfaction. Health care providers have to prove their ability to provide fast, precise, and accurate services to satisfy the public so that the public will not get bored due to spending a long time waiting for getting the service.

These results are supported by a previous study by Ropal Tores (2015) that the length of waiting for services is the most influencing variable on patient satisfaction. Based on the results of the interviews, the informant feels the services provided are good with a simple procedure to follow. Even, the vaccination officers provide clear and easy-to-understand information and timely service. A good assessment of service indicates that the service has good quality.

CONCLUSION AND SUGGESTION

The quality of the COVID-19 vaccine service at Puskesmas Srandol in Semarang City can be measured from the 5 dimensions of public service as proposed by Parasuraman including tangible, reliability, responsiveness, assurance, and empathy. The process of the COVID-19 vaccination service at this Puskesmas is good. In the tangible dimension, the informants stated that the quality of the COVID-19 vaccination service at this puskesmas was good. This can be seen from the condition of the waiting room and the cleanliness of the vaccine room. However, some informants said that the availability of parking areas for the car was still limited so many visitors park their cars outside the puskesmas area.

In the reliability dimension, most informants stated that the quality of the COVID-19 vaccination service at this puskesmas was good. The reliability can be measured from indicators of the ability of human resources, the targets of the employees in supporting the quality of service, and the accuracy and patience of the employees. The employees at this puskesmas meet the competency indicators of human resources (HR) namely knowledge related to fieldwork and duties and responsibilities at work and they also have good communication skills.

In the Responsiveness dimension, the informants stated that the quality of the COVID-19 vaccination service at this puskesmas was good. All informants said that the flow of the COVID-19 vaccination service was neat and clear. The vaccination officers were responsive to the participants' problems and answered all questions from the participants.

In the Assurance dimension, the informants stated that this puskesmas had provided good COVID-19 vaccination services and provided comfort for the participants. Besides, the officer has done their job professionally. However, in the data collection process for vaccine participants, according to triangulation informants, there were some shortcomings, namely when participants forget to bring ID or vaccine cards which then caused the officer needs more time to ensure the correctness of the data. Then, if there were problems with the Wi-Fi, it also causes problems because data were filled online.

In the Empathy dimension, the informants stated that the quality of the COVID-19 vaccination service at this puskesmas was good. The officers were friendly in providing services to the vaccination participants and also paid attention to the participants.

It is expected that the COVID-19 vaccination officers at this puskesmas can maintain and improve their

performance in order to increase comfort and trust which will ultimately improve the quality and satisfaction of participants who carry out COVID-19 vaccinations at this puskesmas.

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