

Digital Repository Universitas Jember

ISOPH 2017 | Surabaya, Indonesia
November 11-12, 2017

PROCEEDINGS OF THE 2ND INTERNATIONAL
SYMPOSIUM OF PUBLIC HEALTH

Achieving SDGs in South East Asia: Challenging and Tackling of Tropical Health Problems

Editors:

I Wayan Gede Artawan Eka Putra
Agung Dwi Laksono
Yulis Setiya Dewi
Nikmatur Rohmah and
Darrimiya Hidayati

Editor on Board: Febi Dwirahmadi

Organized by
Faculty of Public Health, Universitas Airlangga



ISOPH 2017

Proceedings of the
2nd International Symposium of Public Health

Achieving SDGs in South East Asia: Challenging and Tackling
of Tropical Health Problems



Surabaya - Indonesia

November 11 - 12, 2017

Organized by
Faculty of Public Health, Universitas Airlangga

Copyright © 2018 by SCITEPRESS – Science and Technology Publications, Lda.
All rights reserved

Edited by I Wayan Gede Artawan Eka Putra, Agung Dwi Laksono, Yulis Setiya Dewi,
Nikmatur Rohmah and Darrimiya Hidayati

Printed in Portugal

ISSN: 2184-3643

ISBN: 978-989-758-338-4

Depósito Legal: 446680/18

<http://conference.fkm.unair.ac.id>

conference@fkm.unair.ac.id



BRIEF CONTENTS

ORGANIZING COMMITTEES	IV
PROGRAM COMMITTEE	VII
FOREWORD	IX
CONTENTS	XI



ORGANIZING COMMITTEES

EXECUTIVE COMMITTEE

Tri Martiana, Dean of Public Health Faculty, Universitas Airlangga, Indonesia
Santi Martini, Vice Dean I, Public Health Faculty, Universitas Airlangga, Indonesia
Thinni Nurul Rochman, Vice Dean II, Public Health Faculty, Universitas Airlangga, Indonesia
Ira Nurmala, Vice Dean III, Public Health Faculty, Universitas Airlangga, Indonesia

STEERING COMMITTEE

Nyoman Anita Damayanti, Coordinator of Doctoral Program of Health Science, Public Health Faculty, Universitas Airlangga, Indonesia
Hari Basuki Notobroto, Secretary of Doctoral Program of Health Science, Public Health Faculty, Universitas Airlangga, Indonesia
Atik Choirul Hidajah, Coordinator of Quality Control Group of Doctoral Program of Health Science, Public Health Faculty, Universitas Airlangga, Indonesia
Lilis Sulistyorini, Secretary of Quality Control Group of Doctoral Program of Health Science, Public Health Faculty, Universitas Airlangga, Indonesia

EDITOR ON BOARD

Febi Dwirahmadi, Griffith University, Australia

CHAIRMAN

Rachmad Suhanda, Lecturer at Universitas Syiah Kuala, Indonesia

SECRETARY

Qurnia Andayani, Public Health Empowerment Foundation-YAPIKMA, Indonesia
Anita Dewi Prahastuti Sujoso, Lecturer at Universitas Jember, Indonesia

TREASURER

Nur Baharia Marassabesy, Lecturer at Politeknik Kesehatan Kemenkes Maluku, Indonesia
Widia Shofa Ilmiah, Lecturer at STIKES Hafshawaty Pesantren Zainul Hasan, Indonesia
Dian Fristyawati, Officer at Universitas Airlangga, Indonesia

SECRETARIAT

Emi Kosvianti, Lecturer at Universitas Muhammadiyah Bengkulu, Indonesia

Sufyan Anwar, Lecturer at Universitas Teuku Umar, Indonesia

Laila Nurayati, Officer at Universitas Airlangga, Indonesia

Ratna Maya Paramita, Officer at Universitas Airlangga, Indonesia

EVENT ORGANIZER

Tri Anjaswati, Lecturer at Politeknik Kesehatan Kemenkes Malang, Indonesia

Masruroh Hasyim, Lecturer at Universitas Pesantren Tinggi Darul Ulum, Indonesia

Maria Florentina Nining Kosad. S.Kep., Lecturer at Politeknik Kesehatan Kemenkes Kupang, Indonesia

Muhammad Suhron, Lecturer at STIKES Ngudia Husada Madura, Indonesia

TRANSPORTATION, PLACE AND TOOLS

Ilyas Ibrahim, Lecturer at Universitas Bumi Hijrah Tidore, Indonesia

Yoyok Bakti Prasetyo, Lecturer at Universitas Muhammadiyah Malang, Indonesia

Umbar, Officer at Universitas Airlangga, Indonesia

Puji Sudaryanto, Officer at Universitas Airlangga, Indonesia

Edi Suryonoto, Officer at Universitas Airlangga, Indonesia

PUBLICATION, DOCUMENTATION AND DECORATION

Nasrun Pakaya, Lecturer at Universitas Negeri Gorontalo, Indonesia

Wahyudi Iffani, Coordinator of Health Facility Security Center Medan, Indonesia

Sugeng Mashudi, Lecturer at Universitas Muhammadiyah Ponorogo, Indonesia

SCIENTIFIC

I Wayan Gede Artawan Eka Putra, Lecturer at Universitas Udayana, Indonesia

Muhammad Miftahussurur, Lecturer at Universitas Airlangga, Indonesia

Ferry Efendi, Lecturer at Universitas Airlangga, Indonesia

Yuni Sari Amalia, Lecturer at Universitas Airlangga, Indonesia

Iman Harymawan, Lecturer at Universitas Airlangga, Indonesia

Agung Dwi Laksono, Researcher at Health Ministry, Indonesia

Yulis Setiya Dewi, Lecturer at Universitas Airlangga, Indonesia

Nikmatur Rohmah, Lecturer at Universitas Muhammadiyah Jember, Indonesia

Darimiyya Hidayati, Lecturer at Universitas Trunojoyo, Indonesia

SPONSORSHIP

Heru Suswojo, Universitas Airlangga, Indonesia
Sigit Nurfianto, Coordinator of Yasmin Mother and Child Hospital Palangkaraya, Indonesia
Fauzan Adima, Coordinator at Kediri Health Office, Indonesia
Nuryadi, Lecturer at Universitas Jember, Indonesia
Mirrah Samiyah, Coordinator of Rizani Hospital Probolinggo, Indonesia

RELATIONSHIP

Suharmanto, STIKES Yarsi Mataram, Indonesia
Abu Khoiri, Lecturer at Universitas Jember, Indonesia
Retno Adriyani, Lecturer at Universitas Airlangga, Indonesia

CONSUMPTION

Erlina Suci Astuti, Lecturer at Politeknik Kesehatan Kemenkes Malang, Indonesia
Agustina Abuk Seran, Lecturer at Politeknik Kesehatan Kemenkes Kupang, Indonesia
Rahayu Listianingsih, Officer at Universitas Airlangga, Indonesia



PROGRAM COMMITTEE

Rachmad Suhanda, Universitas Syiah Kuala, Indonesia

Sanju Kumar Singh, Tribhuvan University, Kathmandu, Nepal

Gurushankar K., Kalasalingam University, Krishnankoil, Tamilnadu, India

Qurnia Andayani, Public Health Empowerment Foundation-YAPIKMA, and Universitas Airlangga, Indonesia

Anita Dewi Prahastuti Sujoso, Universitas Negeri Jember, Indonesia

Nur Baharia Marassabesy, Politeknik Kesehatan Kemenkes Maluku, Indonesia

Widia Shofa Ilmiah, STIKES Hafshawaty Pesantren Zainul Hasan, Indonesia

Dian Fristyawati, Universitas Airlangga, Indonesia

Emi Kosvianti, Universitas Muhammadiyah Bengkulu, Indonesia

Sufyan Anwar, Universitas Teuku Umar, Indonesia

Laila Nurayati, Universitas Airlangga, Indonesia

Ratna Maya Paramita, Universitas Airlangga, Indonesia

Tri Anjaswati, Politeknik Kesehatan Kemenkes Malang, Indonesia

Masrurroh Hasyim, Universitas Pesantren Tinggi Darul Ulum, Indonesia

Maria Florentina Nining Kosad. S.Kep., Politeknik Kesehatan Kemenkes Kupang, Indonesia

Muhammad Suhron, STIKES Ngudia Husada Madura, Indonesia

Ilyas Ibrahim, Universitas Bumi Hijrah Tidore, Indonesia

Yoyok Bakti Prasetyo, Universitas Muhammadiyah Malang, Indonesia

Umbar, Universitas Airlangga, Indonesia

Puji Sudaryanto, Universitas Airlangga, Indonesia

Edi Suryonoto, Universitas Airlangga, Indonesia

Nasrun Pakaya, Universitas Negeri Gorontalo, Indonesia

Wahyudi Iffani, Universitas Airlangga, and Health Facility Security Center Medan, Indonesia

Sugeng Mashudi, Universitas Muhammadiyah Ponorogo, Indonesia

I Wayan Gede Artawan Eka Putra, Universitas Udayana, Indonesia

Agung Dwi Laksono, Universitas Airlangga, and Health Ministry, Indonesia

Yulis Setiya Dewi, Universitas Airlangga, Indonesia

Nikmatur Rohmah, Universitas Muhammadiyah Jember, Indonesia

Darimiyya Hidayati, Universitas Trunojoyo, Indonesia

Heru Suswojo, Universitas Airlangga, Indonesia

Sigit Nurfiyanto, Universitas Airlangga, and Yasmin Mother and Child Hospital Palangkaraya, Indonesia

Fauzan Adima, Universitas Airlangga, and Kediri Health Office, Indonesia

Nuryadi, Universitas Negeri Jember, Indonesia

Mirrah Samiyah, Universitas Airlangga, and Rizani Hospital Probolinggo, Indonesia

Suharmanto, STIKES Yarsi Mataram, Indonesia

Abu Khoiri, Universitas Negeri Jember, Indonesia

Retno Adriyani, Universitas Airlangga, Indonesia

Erlina Suci Astuti, Politeknik Kesehatan Kemenkes Malang, Indonesia

Agustina Abuk Seran, Politeknik Kesehatan Kemenkes Kupang, Indonesia

Rahayu Listianingsih, Universitas Airlangga, Indonesia



FOREWORD

The point of Sustainable Development Goals (SDGs) has been determined in the consistent meeting in all countries. The health sector position is one of the key components in achieving the indicators. Special attention to the health sector focuses on community nutrition, national health systems, access to reproductive health and family planning and sanitation and clean water.

Based on that, Southeast Asian countries are seen as important part in formulating strategic and policy efforts to improve the effectiveness and efficiency of achieving the various goals of the SDGs. Therefore, the Doctoral Program of Health Science, Faculty of Public Health, Universitas Airlangga held The 2nd International Symposium of Public Health. This remarkable event is in collaboration with Faculty of Medicine, Widya Mandala Catholic University Surabaya and Magister Program of Public Health, Jember University. It's an honour to present **“Achieving SDGs in South East Asia: Challenging and Tackling of Tropical Health Problems”**.

We have tried to give our best contributing of our knowledge in the field of public health especially our contribution to help the problems on tropical health, health equity and quality of health care, clinical and community relationship to enhance public health, emerging and re-emerging diseases, nutrition-enhancing as strategic investment, global strategy framework for food security and nutrition, environmental and occupational health and mental health for achieving SDGs in South East Asia.

The aim of this symposium is to disseminate knowledge and share it to the public, especially in the scientific community, such as academics and practitioners in the field of health. The symposium focusing on formulation of policy recommendations for related parties to accelerate the achievement of the target of SDGs in the field of health. The results of this symposium are also expected to be an input for policy makers, from various levels in formulating programs to accelerate the SDGs goals' achievement. This international symposium will help us, to grasp and share more knowledge especially in public health science.

At last, we would like to acknowledge for all parties which are provide the valuable materials as well as financial support for the successful symposium. As chair of organizing committee, I would also like to say deep thank you for all committees; my colleagues, and also students in faculty of Public Health Universitas Airlangga, who have been working to be part of a solid team and amazing committee.

I am looking forward to seeing you at ISoPH in the near future.

Rachmad Suhanda
Chairman of the Committee



CONTENTS

PAPERS

FULL PAPERS

- Analysis of Predisposing, Enabling and Reinforcing Factors Against Breast-Self Examination (BSE) Behavior
Febri Endra Budi Setyawan 5
- The Effect of Pumice Stone Media in Reducing Pollutant Load in Grey Water by Using Anaerobic Biofilter
Muhammad Al Kholif and Muhamad Abdul Jumali 10
- The Performance of Algae-Bacteria to Improve The Degree of Environmental Health
Rhenny Ratnawati, Indah Nurhayati and Sugito 17
- Children Under Five Pneumonia Vulnerability Zone Based on House Physical Determinant Factors Using Geographical Information System Approach in Sawahlunto City
Masrizal, Riska Arini Rusdi and Onetusfisi Putra 24
- Effectiveness of F75 and Positive Deviance Towards Weight Increase in Children Under Five With Malnutrition
Indria Nuraini, Nyna Puspita Ningrum and Setiawandari 31
- Analysis Of Marketing Strategy And Marketing Mix On New Patient Visit Of Specialistic Polyclinic
Muhadi and Winda Lusia 37
- Social Support, Types of Personality, Workload, and Responsibility Become Job Stressors for Hospital Based-Nurses
Laela Hasanah, Laili Rahayuwati and Kurniawan Yudianto 41
- Hazardous Waste Identification and Management at Fire Assay Laboratory Based on Indonesian Government Regulation
Arif Susanto, Edi K Putro and Purwanto Purwanto 46
- Severely Underweight Determinants of Children Under Five
Rr. Vita Nur Latif, Teguh Irawan and Wahyuningsih 52
- Increase of Monooxygenase Activity in *Aedes Aegypti* Population in Kedungwuni Timur Subdistrict Pekalongan Regency
Nor Istiqomah, Jaya Maulana and Suharti 59
- The Relationship of Performance Expectancy, Effort Expectancy, and Social Influence on Behavioural Intention to Online Registration System of Health Institutional Service in Surabaya
Eka Wilda Faida 63
- Analysis of Smoking Behaviour Based on Sex among Junior High School Students
Diah Wijayanti Sutha 67
- The Effectiveness of Fish Oil Containing Omega-3 Fatty Acids in Improving Quality of Life of Asthmatic Outpatients in Surabaya
Amelia Lorensia, Rivan Virlando Suryadinata and Aulia Nila Sari 72

The Ability of Schizophrenic Patients to Perform Productive Activities in Family and Community <i>I Gusti Ayu Rai Rahayuni, I Ketut Alit Adianta and Kadek Buja Harditya</i>	79
Quality of Life of Caregivers of Stroke Patients <i>Nikmatul Fadilah, Minarti and Asnani</i>	85
The Implementation of Posyandu for Preconception Women in Banggai District Starting at the Office of Religious Affairs (KUA) to Meet the SDGs's Target in Banggai Regency, Central Sulawesi <i>Lucy Widasari, Maisuri T. Chalid, Nurhaedar Jafar and Abdul Razak Thaha</i>	91
The Effectiveness of Little Doctor Training to Improve Knowledge, Attitude and Skills at Early Age <i>Yunita Puspita Sari Pakpahan, Isa Ma'rufi and Ristya Widi Endah Yani</i>	97
Analysis of The Policy Implementation in Inpatient Primary Health Center's Services in Jember <i>Moch. Riza Herwanto, Isa Ma'rufi and Farida Wahyu Ningtiyas</i>	105
Analysis Of The Elderly's Individual Characteristics As An Effort To Improve The Quality of Life <i>Yudhiakuari Sincihu and Galuh Nawang Prawesti</i>	113
Effectiveness of JSJ (Jin Shin Jyutsu) Massage and Acupressure at Points of LR 3 (Taichong) and LR 2 (Xingjiang) in Reducing Blood Pressure of Pregnant Mothers with Preeclampsia <i>Ika Mardiyanti and Yasi Anggasari</i>	122
Theory of Planned Behaviour Application in Healthy Market Program in Bantul Regency Indonesia <i>Hariza Adnani, AA. Subiyanto, Diffah Hanim and Endang Sutisna Sulaeman</i>	126
The Description of Quality of Life of the Elderly Using WHOQOL-BREF <i>Nurnaningsih Herya Ulfah and Endah Retnani Wismaningsih</i>	133
The Effect of Heating Temperature on Flow rate and Moisture Content in Granules of Toxic Compound in the Mixture of Betel Leaves (Piper betle) and Srikaya Seeds (Annona squamosa) Extract <i>Dian Ratna Elmaghfuroh, Isa Ma'rufi and Dwi Wahyuni</i>	141
Eliminating Time-Wasting Process at Outpatient Pharmacy for Better Patients' Experience in A Government Hospital in Indonesia <i>A. Y. Milasari, F. D. Rachmat and T. Lestari</i>	145
Effort in Increasing Knowledge and Enviromental Health about Leptospirosis <i>Novendy, Rhegi Isdiara Fairuz, Ronald Salim, Tanty Notavia and Muhammad Faridzi Fikri</i>	153
Maternal Nutritional Status and Low Birth Weight: A Prospective Cohort Study <i>Azrimaidaliza, Kusharisupeni, Abas Basuni and Diah M. Utari</i>	158
The Correlation of Sanitary Conditions, Food Handler's Hygienic Practices, and Eschericia coli Contamination of Pecel Tumpang in Kediri City, Indonesia <i>Gading Giovani Putri and Yoanita Indra Kumala Dewi</i>	163
Characteristics of Children With Type 2 Diabetes Mellitus: Hospital Based Study <i>Azrimaidaliza, Idral Purnakarya and Rozaliny Asri</i>	169
Designing Enterprise Architecture of Patient-Centered Mobile Child and Maternity Health Services <i>Royana Afwani, Andy Hidayat Jatmika and Nadiyahari Agitha</i>	174
Nutritional Management in Pulmonary Tuberculosis with Severe Protein Energy Malnutrition <i>Dewa Ayu Liona Dewi and Nurpudji A Taslim</i>	181

Dedication Activity in Public Society for Detection and Diabetic Mellitus Treatment with Public Organization <i>Slamet Rihadi</i>	187
Analysis on Policy of JKN Implementation in Jember Regency <i>Yennike Tri Herawati</i>	193
Emotion Focused Coping: - Spirituality and Depression Symptoms in People Living with HIV <i>Ardiana Priharwanti and Nur Lu'lu Fitriyani</i>	197
Implementation of Maternal Health Data Processing of Computerization for Preventing the Case of Maternal Mortality by Midwives at Puskesmas in Supporting SDG's Achievements <i>Maryani Setyowati and Vilda Ana Viera Setyawati</i>	202
Prevalence and Correlation Between Overweight and Hypertension among Adults <i>Ahmad Hidayat, Mohamad Anis Fahmi and Ningsih Dewi Sumaningrum</i>	209
Family Care Empowerment in Reducing Maternal and Infant Mortality Rate: A Success Story <i>Novianti Indah Fatmawati, Ratna Dwi Wulandari and Tito Yustiawan</i>	213
Risk Characteristics of Non-Carcinogenic Benzene Exposure With IgA Workers in Shoes' Industrial Home, Surabaya <i>Abdul Rohim Tualeka, Nima Eka Nur Rahmania and Moch. Sahri</i>	221
Index Predictive of Drug Resistant Tuberculosis (MDR-TB) on Tuberculosis Patients <i>Ariska Putri Hidayathillah, Chatarina Umbul W and Hari Basuki N</i>	227
An Effort for Increasing The Coverage of Stimulation Detection and Growth Intervention Program in Primary Care <i>Awliyana Rislaputri and Rachmat Hargono</i>	232
ARM (Anjungan Registrasi Mandiri) as Innovation of Front Line Service in a Hospital <i>Dhody Rofsanjani, Qurnia Andayani and Djazuli Chalidyanto</i>	239
Adolescent Health Information-seeking Behaviour over the Internet <i>Diah Indriani, Mahmudah and Soenarnatalina Melaniani</i>	243
Environmental Health and Leptospirosis Infection in the Society of the Endemic Area Kabupaten Sampang Madura <i>Dina Fitriana Rosyada and Ririh Yudhastuti</i>	249
Health Problems Among Shoemakers Related to the Exposure to Glue Solvents Used <i>Erwin Dyah Nawawinetu, Abdul Rohim Tualeka and Dani Nasirul Haqi</i>	254
Acceptance Analysis of an INFOBIDAN Application to Improve a Midwife's Competency in a Remote Area <i>Eska Distia Permatasari, Nyoman Anita Damayanti, Nuzulul Kusuma Putri and Ratna Dwi Wulandari</i>	260
The Role of Parents, Teachers, and the Media in Increasing Awareness of Sexual Abuse Prevention for School Children in Banyuwangi <i>Ira Nurmala, Desak Made Sintha Kurnia Dewi and Jayanti Dian Eka Sari</i>	266
Community-Based Health Effort for Elderly to Raise Awareness of Constipation Problem for Elderly in Madiun City <i>Linta Meyla Putri, Amelia Dyah Kartika Sari and Nuzulul Kusuma Putri</i>	271

“Pak YM is very active once awaken the community. . . .”: The Role of A Community Leader in Community Empowerment at A No-Drugs Village in Surabaya City <i>Devy Mulia Sari and Muji Sulistyowati</i>	275
Phlebitis in Muhammad M. Dunda Hospital, District of Gorontalo, Observational Study <i>Nasrun Pakaya and PPI Muhammad M. Dunda Hospital Gorontalo</i>	283
Breastfeeding among First Time Mothers <i>Nurhasmadiar Nandini, Djazuli Chalidyanto, Widodo J. Pudjirahardjo and Nuzulul Kusuma Putri</i>	286
Monitoring and Evaluation of E-DHF Program Usage in Pasuruan City East Java Indonesia <i>Sri Widati, Rachmah Indawati and Lucia Y. Hendrati</i>	290
Association Between Gathering Activity and Obesity in Adolescents in Surabaya, Indonesia <i>Suharmanto and Windhu Purnomo</i>	297
Lifestyle, Workload and Work Stress Associated with Blood Pressure of Health Officer on The Class 1 Port Area of Tanjung Perak, Surabaya <i>Tri Martiana, Merryana Adriani, Diah Indriani, Mufatihatul Aziza Nisa and Andhika Nugraha</i>	303
Dietary Pattern of Households with Maternal and Child Double Burden of Malnutrition in East Java, Indonesia <i>Trias Mahmudiono and Perla Reyes</i>	309
Evaluation of Program Ship Examination For Disease Prevention in Port Health Office Class III, Manokwari <i>Yohana Yosevine Usmany, Trianta Wati, Yohanes Rapa' Patari and Rachmat Hargono</i>	314
Tuberculosis Control Management: Implementation of DOTS (Directly Observed Treatment Short) Strategy in Achieving The Target of SDG's 2030 <i>Luqman Nur Hakim, Globila Nurika and Roro Azizah</i>	320
Success Story of "TERANGI BUMI": A Blood Donor Program for Maternity Death Prevention <i>Martha Wahani Patrianty, Ratna Dwi Wulandari and Tito Yustiawan</i>	324
HNR (Home for Nutrition Recovery) As Innovation in Accelerating The Handling of Malnutrition <i>Richa Agustine Sundoko, Ratna Dwi Wulandari and Tito Yustiawan</i>	332
The Relationship Between Post Natal Care, Education, Knowledge, and The Exclusive Breastfeeding on Housewives <i>Sinta Dewi Lestyoningrum, Mulya Widiyaning Tiyas, Ira Nurmala and Ratna Dwi Wulandari</i>	338
Model of Potential Strengthening and Family Roles in Improving Family Members for ODGJ Adaptability <i>M. Suhron, Sitti Sulaihah and Ah. Yusuf</i>	344
Measurement of Cost of Quality as Effort to Build Awareness of Importance of Quality and Strategy of Resilience in Health Care Facilities <i>Tri Astuti Sugiyatmi and Djazuli Chalidyanto</i>	352
Quality of Diphtheria Surveillance System in the East Java Provincial Health Office <i>Riky Hamdani and Atik C. Hidajah</i>	360
The Relationship Between Anxiety and Hypertension in the Elderly <i>Riza Fikriana</i>	368

Health Problem Analysis of HIV/AIDS in the Health Office of Pasuruan District <i>Wardiansyah Naim, Chatarina Umbul Wahjuni and Supaat Setia Hadi</i>	372
The Quality System of Early Warning, Alert, and Response System (EWARS) in The South Kalimantan Province, Indonesia <i>Dian Muspitaloka Hikmayati and Atik Choirul Hidajah</i>	379
The Safe Duration of Benzene Exposure in the Motor Workshop Area <i>Erick Caravan K. Betekeneng, Abdul Rohim Tualeka, Mahmud Aditya Rifqi and Nurhayati Saridewi</i>	386
Measuring The Quality of Renal Care Using Information System Design: An Early Warning System to Improve Health Care Quality <i>Umi Khoirun Nisak, Aditiawardana, Arief Wibowo and Hari Basuki Notobroto</i>	391
Evaluation of Dengue Hemorrhagic Fever Surveillance System <i>Kusuma Cutwardani, Atik Choirul Hidajah and Sigunawan</i>	396
Community Resilience as a Recovery Method for Psychiatric Patients: A Meta-Study <i>Retno Lestari and Ah Yusuf</i>	403
Evaluation of an Epidemiologic Investigation and Risk Factors Study of Leptospirosis Disease <i>Sholikah, Atik Choirul Hidajah and Bambang Wuryono Kartika</i>	409
Obstacles and Solutions for Tuberculosis Screening Among People With Diabetes Mellitus in Denpasar, Bali, Indonesia - A Need Assessment <i>IWG Artawan Eka Putra, PAS Astuti, IMK Duana, IK Suarjana, KH Mulyawan, NMD Kurniasari, IBG Ekaputra, A Probandari and CU Wahjuni</i>	414
Nutritional Status, Body Fat Percentage, Hemoglobin Level and Physical Fitness in A Football Athlete <i>Ratna Candra Dewi, Nanda Rimawati and Lutfhi Abdil Khuddus</i>	419
Compassion in Interprofessional Health Education is a Lagged Trigger to Quality Health and Well-being <i>Simon Martin Manyanza Nzilibili and Qurnia Andayani</i>	425
Exploring the Role of NGOs' Health Programs in Promoting Sustainable Development in Pakistan <i>Septi Ariadi, Muhammad Saud and Asia Ashfaq</i>	430
Correlation Knowledge, Attitude and Actions with Health Complaints from Exposure of Pesticides on Horticultural Farmers <i>Andree Aulia Rahmat, Eska Distia Permatasari and Retno Adriyani</i>	436
Description of Anthrax Outbreak Investigation in Pacitan District in 2017 <i>Veronika Ofong, Chatarina U. W and Supaat</i>	442
Epidemiology of Measles in the Gresik District of Eastern Java Province from 2014 to 2016 <i>Asrul Kaimudin, Atik Choirul Hidajah and Bambang Wuryono Kartika</i>	447
Analysis of Factors That Affect Family Centered Empowerment while Caring for Children with Leukemia <i>Yuni Sufyanti Arief, Nursalam, IDG Ugrasena and Shrimarti R. Devi</i>	453
Zinc Status and Cadmium Exposure in Stunted Children Aged from 24 to 59 Months: A Cross Sectional Study <i>Sulistiyani, Leersia Yusi R., Ninna Rohmawati, Ruli Bahyu Antika, Bambang Wirjatmadi and Merryana Adriani</i>	457

The Reduced Pain in Patients With Knee Osteoarthritis Related to the Quality of Life Improvement of The Physical Domain <i>Carolus Aldo Windura, Yudhiakuari Sincihu, Nunung Nugroho and Rachmad Suhanda</i>	462
Limited Resources and Complicated Procedures - Maternal Health Problems of Urbant Migrants in Region <i>Nuzulul Kusuma Putri, Ratna Dwi Wulandari and Nyoman Anita Damayanti</i>	468
The Consequences - Financing Prompt Treatment Until Terminal of HIV AIDS in Universal Health Coverage <i>Ernawaty, Nuzulul Kusuma Putri and Lilis Masyfufah</i>	473
Interprofessional Collaboration as The Most Essential Solution in Decreasing Maternal and Child Death <i>Nyoman Anita Damayanti, Ratna Dwi Wulandari, Nuzulul Kusuma Putri, Darmawan Setijanto, Muhammad Ardian Cahya Laksana and Charity Hartika Listiyani</i>	477
Urban Settlements in The Context of Healthy City <i>Oedojo Soedirham</i>	483
The Correlation Between Pregnant Mother Class Participation and Completeness Status of Plenary Health Service Visit (K4) at Working Area of Puskesmas Sukabumi in Probolinggo Municipality <i>Luluk Muyassaroh, Sri Hernawati and Farida Wahyu Ningtiyas</i>	488
Effect of Diabetes Gymnastics and Nutrition Counseling on Lowered Blood Glucose Levels in Patients With Diabetes Mellitus Type II in Jatilawang Puskesmas in Banyumas Regency <i>Susi Tursilowati, Lulu Nisa Nur' Aprillia and Astidio Noviardhi</i>	495
Post Natal Care (PNC) Service With The Level of Postpartum Mother's Satisfaction in The Working Area of Sukomulyo Puskesmas in Gresik <i>Hani Habibah and Yunita Dyah Fitriani</i>	502
Role of Hypertension to Chronic Kidney Disease Incidents <i>Fauziah Elytha, Roma Yuliana and Abdiana</i>	507
Self-Disclosure of Adolescents about Unwanted Pregnancy to Their Partners and Parents: A Qualitative Study in Cetral Java Indonesia <i>Aprianti, Zahroh Shaluhiyah and Antono Suryoputro</i>	512
Management and Development of Human Resources to Improve The Quality of X Hospital Services in Universal Health Coverage Era <i>Christyana Sandra</i>	518
The Relationship between Various Coronary Heart Diseases (CHD) Factors and the Health Literacy of Patients <i>Fauziah Elytha, Ratno Widoyo and Yulia Fanesis</i>	523
Analysis of The Implementation of Local Public Service Agency Policy on The Quality and Performance of Hospital Services <i>Shelvy Haria Roza and Inge Angelia</i>	529
The Relationship Between Parents' Knowledge about Children's Need of Playing and The Growth of Children Aged 3-4 Years at Kawisto Village in Duduk Sampeyan District Gresik Regency <i>Yuyun Farihatin and Setya Purbasari</i>	535

The Safety Test of Granular Bioinsecticide Mixture of Betel Leaves (<i>Piper betel</i>) and Srikaya Seeds (<i>Annona squamosa</i>) Extract to Non Targetted Organism <i>Dia Qori Yaswinda, Dwi Wahyuni and Erma Sulistyanyingsih</i>	540
Dimension of Nurses Responsiveness in Improving Health Quality Service Based On SERVQUAL Concept <i>Mohammad Henri Wahyono, Ancah Caesarina and Sebastiana Viphindrartin</i>	546
Child Marriage's Representation of Maternal Output to Premature Delivery Incidence in RSUD dr. Doris Sylvanus Hospital Palangka Raya, Indonesia <i>Sigit Nurfiyanto, Qurnia Andayani and Nyoman Anita Damayanti</i>	551
Risk Index of Infarct Stroke based on Modifiable Risk Factors <i>Santi Martini, Kuntoro, M. Hasan Machfoed and Joewono Soeroso</i>	557
Bio-Psycho-Socio-Cultural Approach Training Towards Drug Abuse and HIV-AIDS Prevention Among Teenagers <i>Margaretha, Santi Martini and Yulis Setiya Dewi</i>	563
Care Culture of Pregnant Mothers <i>Agustina Abuk Seran, Stefanus Supriyanto and Alberth M. Bau Mali</i>	570
Best Practice of Patient-Centered Care Implementation at Universitas Airlangga Hospital Indonesia <i>Purwaningsih, Nasronudin, Nyoman Anita Damayanti and Imam Subadi</i>	578
Patient Safety Incident Reporting Analysis Based on Integrity and Commitment Team in Inpatient <i>Heru Suswhojo and Nyoman Anita Damayanti</i>	583
Four Forms of Social Support for 3-6 Years Old Child's Caregivers <i>Qurnia Andayani</i>	589
Occupational Exposure to Green Tobacco Sickness among Tobacco Farmers in Jember, East Java, Indonesia <i>Anita Dewi Prahastuti Sujoso and Tri Martiana</i>	596
Early Marriage and Cultural Stigma of Madurese Young Woman Based on Review of Socio-Ecological Factors <i>Tri Anjaswarni, Nursalam, Ah Yusuf, Sri Widati and Tutik Herawati</i>	603
Belief, Self-Efficacy and Other Predictors of Adherence to ART Among Women Living with HIV <i>Widia Shofa Ilmiah, Mochammad Bagus Qomaruddin, Selvi Ulva Aisah Nurhadi Putri and Nova Iswardani</i>	610
Five Pillars of "Pro-Sehat DT" For Strengthening The Community Empowerment <i>Qurnia Andayani and Sudarmadji</i>	617
Analysis of The Influence of Service Quality to Outpatient's Satisfaction at Pharmacy Installation of Kaliwates Hospital <i>Hindun Mardiyana, Isa Ma'rufi and Zarah Puspitaningtyas</i>	622
Family's Support, Coping Mechanism, Disability and Depression Among Elderly in Rural Area <i>I Wayan Suardana, Ah Yusuf and NLK Sulisnadewi</i>	627
Enforcing the Services of Prolanis Based on Strategic Management Approach in Wonopringgo, Pekalongan Regency <i>Yuniarti, Etika and Dewi Nugraheni R. M.</i>	634

Analysis of The Influence of Service Quality to Outpatient's Satisfaction at Pharmacy Installation of Kaliwates Hospital

Hindun Mardiyana, Isa Ma'rufi and Zarah Puspitaningtyas

Faculty of Public Health, University of Jember, Kalimantan no. 37 Street, Jember, Indonesia

{mardiyanahindun, isa.marufi}@gmail.com, zarah@unej.ac.id

Keywords: Service quality, patient's satisfaction, pharmaceutical installation

Abstract: Hospital is a full-service private health service institution that provides inpatient, outpatient and emergency care services. Along with the increasing number of the National Health Insurance (*JKN*) participants, the demands of patients and public will increase the quality of pharmaceutical services quality, requiring an extension of the old paradigm which is oriented to the product (drug oriented) into a new one that is oriented to the patient (patient oriented) with pharmaceutical service philosophy (pharmaceutical care). The purpose of this study was to analyze the patients' dissatisfaction caused by appearance of the gap between the patient's expectations and the healthcare performance that felt while using the health service. This research was an observational analytic research with cross sectional research design and the sample was taken by using the accidental sampling method by considering the patients who accidentally visited pharmacy installation of Kaliwates General Hospital, with the total amount of 56 respondents on September 4th- 23rd 2017. Based on the value of regression coefficient with $p = 0.000$ which the value of $p < 0.05$ it was stated that there was a relationship between service quality with patient satisfaction in general in which the relationship between service quality variable and patients' satisfaction was linear.

1 INTRODUCTION

Hospital is a full-service private health service institution that provides inpatient, outpatient and emergency care services. Hospitals must meet the requirements of location, building, infrastructure, human resources, pharmacy, and equipment. The requirements of pharmacy among others: firstly is ensuring the availability of pharmaceutical supplies and quality, beneficial, safe and affordable medical devices; secondly is following the standard of pharmaceutical services; thirdly is that the management of medical devices, pharmaceutical preparations and consumables products in hospital should be undertaken by a one-door system pharmaceutical installation; lastly is the price of pharmaceutical supplies at a pharmaceutical installation should be reasonable and based on the benchmark price set by the government.

Parasuraman *et al.* in Bustami (2011) combines several dimensions of service quality into five major service quality determinants which are commonly called SERVQUAL (Service Quality) as follows:

- Reliability

It is the ability to provide service as soon as possible, accurately and satisfactorily. Reliability reflects consistency and reliability (credibility and accountability) of service providers.

- Assurance
It is the knowledge, the ability (competence) and the courtesy of service providers to generate trust and confidence.
- Physical evidence (Tangible).
It is the availability of facilities and infrastructure or physical appearance (direct evidence).
- Empathy
In this case, the officer/employee is able to empathise himself to the customer to ease in establishing relationships and communication including his affection to his customers.
- Responsiveness
It is the ability to help all the customers, have willingness, and carry out service with responsiveness.

Along with the increasing number of National Health Insurance (*JKN*) participants, the demands of

patients and public will increase the quality of pharmaceutical services, requiring the extension of the old paradigm which is oriented to the product (drug oriented) into a new one that is oriented to the patient (patient oriented) with pharmaceutical service philosophy (pharmaceutical care). The patients' discontent arises from the gap between the patient's expectations and the healthcare performance felt while using the health service. Based on the results of a research by researchers at Kaliwates General Hospital, it is known that patients who sought treatment in outpatients, both public and JKN participants, and performed services in pharmacy installations did not get good service because of the attitude of unfriendly officers, the long waiting time, and the waiting room which was less comfortable so it may affect the quality of Kaliwates General Hospital. According to Supranto (2001), to win the competition, a hospital should be able to give satisfaction to its customers, look for factors causing customer dissatisfaction and try to eliminate the factors.

This study aimed to analyze the relationship between the service quality and the patients' satisfaction of Outpatient department at Pharmaceutical Installation. This research took place at Pharmaceutical Installation of Kaliwates General Hospital, Jember.

2 METHOD

This research was an observational analytic research with cross sectional research design. The study was conducted on 4-23 September 2017 at Pharmaceutical Installation of Kaliwates General Hospital, Jember. Sampling in this research was done to outpatients at Pharmaceutical Installation by accidental random sampling technique with criteria of willing to be subject to research, was outpatients with general financial status, National Health Insurance–The Healthcare and Social Security Agency (*JKN - BPJS Kesehatan*) financing status and other partners' financing status. Based on these criteria, it was obtained sample of 56 patients.

The technique of data collection in this study was by interviews and documentation. The data were analyzed using *Spearman rho* with $\alpha = 0,05$ to find out the correlation among dependent variable, independent variable, and linear regression to find the most dominant service quality factor.

Criteria of patients were those aged 20-80 years and were willing to be respondents, who had a history of disease and with the status of financial

patient. The sampling technique was simple random sampling. The technique of data collection in this study was by interview using a questionnaire to determine the characteristics of patients, service quality variables, and outpatient satisfaction. Furthermore, the data was presented by tabulation and analyzed using *Spearman rho* test and linear regression to determine the most dominant service quality factor.

3 RESULT

3.1 Individual Factor

Table 1 shows that most of the respondents are ≥ 35 years old (80.4%), and have acute illness (73.2%). By the number of samples, it has been determined based on systematic calculation of random samples.

Table 1: Frequency Distribution based on Respondents' Characteristics

Individual Factor	Amount (n)	Percentage (%)
Age		
<35 years	11	19,6
≥ 35 years	45	80,4
Amount	56	100
Type of the Disease History		
Acute	41	73,2%
Chronic	15	26,8%
Amount	56	100%
Patient Financing		
General Financing	40	71,4%
JKN BPJS financing	10	17,8%
Patients' other partner	6	10,8%
Amount	56	100%

3.1.1 Age

Age means the time calculated from the birth of the respondent up to the undertaking of research which is stated in the year. Based on the results of the study, it is known that the age of patients who perform services in pharmacy installations in Kaliwates General Hospital is more than 35 years, the age which someone is more at risk in experiencing chronic pain. The older age makes the patients require more speed and comfortable in doing healthcare in the Hospital.

3.1.2 Patient Financing

This patient's financing status concerns on the origin of the cost incurred to replace the accepted health services, divided into 3 criteria, namely General patient financing, *JKN-KIS* financing and other partners' financing. General patient financing is defined as financing with cash payments or with their own money on healthcare received at a health facility. The patient with *JKN* is the member of The Healthcare and the *BPJS Kesehatan*, specifically the *JKN* organized by the *BPJS Kesehatan* which the implementation has been started since 1 January 2014. The cost is covered by *BPJS Kesehatan* if the members follow all procedures and administrative requirements. Meanwhile, the other partners' financing is the term relates to the health financing done by the commercial insurance owned by the patients, such as *Admedika*, *Inhealth*, as well as the insurance offered from the company.

3.1.3 History of Disease

According to WHO (1995), chronic illness is a state of illness that lasts longer than three months. The chronic disease makes patients should perform routine checkup to the hospital so that those who have chronic illness are familiar and know the flow of service at home well. A history of disease is a group of disease based on duration (time) into acute and chronic, from the initial illness until the study is performed.

Acute illness is a disorder or a rapid onset disease, or lasts for a short period of time, within hours, days to weeks. In certain circumstances, acute disease could be defined severe illness and that requires rapid treatment (emergency), or lifesaving illness, for example: acute abdomen, acute myocardial infarction, acute appendicitis, and others. While, chronic illness means disruption or illness lasting long (for months or years) or known as chronic disease. For example: hypertension, diabetes mellitus, leprosy, psoriasis and others.

3.2 Service Quality

Table 2: Distribution Frequency of Respondents Based on Service Quality of General Patients

Service Quality	Good	%	Good Enough	%	Not Good Enough	%
Reliability	35	62,5	21	37,5	0	0
Assurance	23	41,5	26	46	7	12,5
Tangible	32	57,2	23	41	1	1,8
Empathy	2	3,6	15	26,8	39	69,6
Responsive ness	35	50	25	44,6	3	5,4

Table 2 shows that most respondents express disagreement in terms of empathy.

4 DISCUSSION

4.1 The Relationship Between Service Quality and General Patients' Satisfaction

From Table 3, the result of the research shows that the probability of reliability value is ($p = 0,033 < \alpha = 0,05$), responsiveness ($p = 0,011 < \alpha = 0,05$), and empathy ($p = 0,025 < \alpha = 0,05$) which is significant among the three service quality above with the satisfaction of general outpatient at pharmaceutical installation of Kaliwates General Hospital. This is in accordance with research conducted by Kawahe, M. Dkk 2015 entitled *Relation Between Quality of Pharmaceutical Services with Satisfaction of Outpatients at Community Health Center (Puskesmas) Teling Atas Manado City*. Based on the results of the research, conducted to 40 respondents of general patients at pharmaceutical installation of Kaliwates General Hospital, the dimension of responsiveness was the most dominant service quality dimension to patient satisfaction with correlation coefficient value 0.399.

Table 3. Statistical Results of Spearman rho Test

Service Quality	Bivariate Analysis	Result
Reliability	<i>Spearman's rho</i>	0,033
Assurance	<i>Spearman's rho</i>	0,126
Tangible	<i>Spearman's rho</i>	0,348
Empathy	<i>Spearman's rho</i>	0,025
Responsiveness	<i>Spearman's rho</i>	0,011

4.2 The Relationship Between Service Quality and Satisfaction of *JKN BPJS Kesehatan* Patients

From Table 4, the result of this research shows that the probability value of all service quality dimension $> \alpha = 0,05$, so there is no significant correlation between service quality dimension and satisfaction of out patients having *JKN-BPJS Kesehatan*. It shows that the quality of pharmaceutical installation service of Kaliwates General Hospital does not make the patient feel satisfied. The results of this research are not in accordance with of previous research because the

number of sample is too few. Patients having *JKN-BPJS Kesehatan* is not satisfied because of the restriction of *JKN-BPJS Kesehatan* service system. Moreover, it is because patients feel the healthcare providers are not responsive in serving the needs of patients such as their responsiveness in serving complaints. This is due to the increasing number of patient visits since the *JKN-BPJS Kesehatan* program exists, so that the healthcare providers are not responsive to the abundance of patients' complaint and they lack sensitivity to the needs of patients.

Table 4. Statistical Results of Spearman rho Test

Service Quality	Bivariate Analysis	Result
Reliability	<i>Spearman's rho</i>	0,087
Assurance	<i>Spearman's rho</i>	0,903
Tangible	<i>Spearman's rho</i>	0,842
Empathy	<i>Spearman's rho</i>	0,772
Responsiveness	<i>Spearman's rho</i>	0,763

4.3 The Relationship Between Service Quality and Satisfaction of Patient's Other Partner

From Table 5, the result shows that the probability value of all service quality dimension $> \alpha = 0.05$, so there is no significant correlation between service quality dimension and satisfaction of patient's other partner. It shows that the quality of pharmaceutical installation service of Kaliwates General Hospital is not directly related to satisfaction.

Table 5. Statistical Results of Spearman rho Test

Service Quality	Bivariate Analysis	Result
Reliability	<i>Spearman's rho</i>	0,249
Assurance	<i>Spearman's rho</i>	0,231
Tangible	<i>Spearman's rho</i>	0,381
Empathy	<i>Spearman's rho</i>	0,249
Responsiveness	<i>Spearman's rho</i>	0,285

5 CONCLUSION

Partially, it is seen that some variables do not show significant relationship especially on *JKN BPJS program* and patient's other partner. On the other hand, there is a significant relation specifically in the responsiveness factor which has the highest correlation in the general financing patient. However, based on the value of regression

coefficient and the value of double correlation $R = 0.263$ and the value of $F = 19.249$ with $p = 0,000$ which the value of $p < 0.05$, there is a relationship between service quality and patients' satisfaction in general in which the relationship between service quality variable and patients' satisfaction is linear.

Pharmaceutical Installation of Kaliwates General Hospital Jember is expected to improve the service quality in order to achieve the expected level of patients' satisfaction.

ACKNOWLEDGEMENT

Alhamdulillah rabbil'alamin, the researcher expresses his highest gratitude to Allah Subhanahu wa Ta'ala for blessing, opportunity and mercy to complete this research journal. Then, to my advisors who have helped me patiently finish this research by giving suggestion, guidance, and correction in completion of this research.

REFERENCES

- Arikunto, Suharsimi., 2006. *Prosedur Penelitian Suatu Pendekatan Praktek. Edisi Revisi VI*. Jakarta: PT Rineka Cipta
- Armen F & Azwar V., 2013. *Dasar – Dasar Manajemen Keuangan Rumah Sakit*. Yogyakarta: Gosyen Publishing.
- Azwar, A., 1996. *Menjaga Mutu Pelayanan Kesehatan*. Jakarta: Sinar Harapan
- Azwar. A., 2009. *Pengantar Administrasi Kesehatan, Edisi Ketiga*. Jakarta: Bina Rupa Aksara.
- BPJS Kesehatan., 2014. *Buku Panduan Praktis Pelayanan Kesehatan*. Jakarta: BPJS Kesehatan.
- Bustami., 2011. *Penjaminan Mutu Pelayanan Kesehatan & Akseptabilitasnya*. Jakarta: Erlangga.
- Dahlan, S., 2015. *Statistik Untuk Kedokteran dan Kesehatan*. Edisi 6 Cetakan Ketiga. Jakarta: Epidemiologi Indonesia.
- Fahmi, I., 2012. *Manajemen Teori, Kasus dan Solusi. Cetakan Kedua*. Bandung: Alfabeta.
- Kawahe, M. Dkk.. 2015. *Hubungan Antara Mutu Pelayanan Kefarmasian dengan Kepuasan Pasien Rawat Jalan di Puskesmas Teling Atas Kota Manado*. *Jurnal Ilmiah Farmasi*, 4 (4): 261-269.
- Kementerian Kesehatan RI., 2009. *Undang – Undang Republik Indonesia No. 44 Tahun 2009 Tentang Rumah Sakit*. Jakarta: Kementerian Kesehatan.
- Kementerian Kesehatan RI., 2014. *Peraturan Menteri Kesehatan No. 56 Tahun 2014 Tentang Klasifikasi dan Perijinan Rumah Sakit*. Jakarta: Kementerian Kesehatan.
- Kementerian Kesehatan RI., 2016. *Peraturan Menteri Kesehatan No. 52 Tahun 2016 Tentang Standar Tarif*

- Pelayanan Kesehatan Dalam Penyelenggaraan Program Jaminan Kesehatan.* Jakarta: Kementerian Kesehatan.
- Kementerian Kesehatan RI., 2016. *Peraturan Menteri Kesehatan No. 72 Tahun 2016 Tentang Standart Pelayanan Kefarmasian Di Rumah Sakit.* Jakarta: Kementrian Kesehatan.
- Kementerian Kesehatan RI., 2017. *Peraturan Menteri Kesehatan Republik Indonesia Nomor 11 Tahun 2017 Tentang Keselamatan Pasien.* Jakarta: Kementrian Kesehatan.
- Kotler dan Keller., 2007. *Manajemen Pemasaran Edisi 12, Jilid I.* Jakarta: PT Indeks.
- Marwansyah., 2016. *Manajemen Sumber Daya Manusia.* Edisi Kedua Cetakan Keempat. Bandung: Alfabeta
- Muninjaya A.a. Gde., 2011. *Manajemen Mutu Pelayanan Kesehatan.* Jakarta. Penerbit Buku Kedokteran EGC.
- Nasir, A., Muhith., 2001. *Buku Ajar Metodologi Penelitian Kesehatan. Cetakan 1.* Yogyakarta: Nuha Medika
- Notoadmodjo, S., 2012. *Metodologi Penelitian Kesehatan.* Edisi Revisi Cetakan ke 2. Jakarta: Rineka Cipta.
- Pohan, I., 2007. *Jaminan Mutu Layanan Kesehatan; Dasar – Dasar Pengertian Dan Penerapan.* Jakarta: EGC
- Praptomo, A.J., 2017. *Metodologi Riset Kesehatan Teknologi Laboratorium Medik dan Bidang Kesehatan Lainnya.* Edisi 1. Yogyakarta: Deepublish
- Rumah Sakit Umum Kaliwates., 2016. *Laporan Manajemen Rumah Sakit Umum Kaliwates.* Jember: PT Rolas Nusantara Medika.
- Sari, K.A.dkk., 2014. Penilaian Kepuasan Pasien Terhadap Mutu Pelayanan Instalasi Rawat Jalan RS H.S Samsueroi Mertojoso Surabaya. *Jurnal Administrasi Kesehatan Indonesia*, 2 (4): 235-242.
- Sinambela L.P., 2006. *Reformasi Pelayanan Publik (Teori, Kebijakan, Dan Implementasi).* Jakarta: Bumi Aksara.
- Siregar, C., 2015. *Farmasi Rumah Sakit : Teori dan Penerapan.* Edisi Cetakan 2015. Jakarta: EGC.
- Sugiyono., 2014. *Metode Penelitian Kombinasi (Mixed Methods).* Cetakan Ke-enam. Bandung : Alfabeta
- Supartiningsih, S., 2017. Kualitas Pelayanan Kepuasan Pasien Rumah Sakit: Kasus Pada Pasien Rawat Jalan. *Jurnal Medicoeticolegal dan Manajemen Rumah Sakit*, 6 (1): 9-15.
- Supranto., 2001. *Pengukuran Tingkat Kepuasan Pelanggan (Untuk Menaikkan Pangsa Pasar).* Cetakan Kedua. Jakarta: Rineka Cipta.
- Swarjana, I.K., 2012. *Metodologi Penelitian Kesehatan.* Edisi 1. Yogyakarta: Andi.
- Thabrany, H. 2015. *Jaminan Kesehatan Nasional.* Edisi Kedua Cetakan Kedua. Jakarta: Raja Grafindo Persada
- Utama, A., 2003. Analisis Pengaruh Persepsi Kualitas Pelayanan terhadap Kepuasan Pelanggan Rumah Sakit Umum Cakra Husada Klaten. *Jurnal Opsi*, 1 (2): 96-110.
- Wanarto, Guntur, B., 2013. *Penilaian Mutu Pelayanan Kesehatan Oleh Pelanggan. Cetakan Pertama.* Magetan: Forum Ilmiah Kesehatan (Forikes).
- World Health Organization., 1995. *Kader kesehatan Masyarakat (The Community Health Worker)* alih bahasa Adi Heru Msc. Jakarta : EGC.
- Yusuf, M., 2014. *Metode penelitian Kuantitatif, Kualitatif, dan Penelitian Gabungan.* Edisi Pertama. Jakarta: Prenadamedia.