



# Evaluation of Government Bureaucracy in Public Administration Services at Rsud Dr. M. Yunus Bengkulu City

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**Abstract:** The research objective to be achieved in this research is to find out how to evaluate government bureaucracy in public administration services at RSUD Dr. M. Yunus, Bengkulu City. The type of research used in this research is qualitative research with a descriptive approach. Qualitative research with a descriptive approach is intended to provide an overview of the Evaluation of Government Bureaucracy in Public Administration Services at Dr. Regional Hospital. M. Yunus, Bengkulu City. The results of the research show that reliability in inpatient health services is good, the alertness of doctors and the skills of the staff at the Dr. Regional General Hospital. M Yunus Bengkulu City in handling inpatients, handling patients in accordance with applicable procedures, and always prioritizing professionalism in providing services to patients. Empathy (empathy), the ability to respond to patient complaints was responded well by the Regional General Hospital staff, Dr. M Yunus Bengkulu City. And the empathetic attitude of hospital employees is quite good in providing excellent service in accordance with the vision and mission of Dr. General Hospital. M Yunus Bengkulu City p. The responsiveness of health workers to patients is good, listening to patients' needs and complaints, but in terms of service, health workers do not apply speed in working according to patient expectations. A form of assurance by hospitals is to provide clear information regarding service times for each patient so that patients can visit at the specified time. Physical evidence (tangible), facilities and infrastructure at the Regional General Hospital dr. M Yunus Bengkulu City has been adequate and supportive in assisting inpatient services at hospitals. However, the inpatient facilities are not yet complete and maintenance still needs to be improved.

**Keywords:** Evaluation, Public Services, Bureaucracy

## Introduction

Bureaucracy is one of the political controls carried out by making the government apparatus, as a support for power. The bureaucracy tends to be used as a political machine in the general election process. The bureaucratic organization, Korps Pegawai Negeri Republik Indonesia (KORPRI), was made part of one of Golkar's lines, namely line B, which was useful for strengthening the support of civil servants in every general election. Civil servants were required to only channel their political aspirations through Golkar by enforcing a monoloyalty policy. In addition, bureaucratic officials were recruited into

political committees and made part of Golkar's parliamentary faction (M. Adian Firnas, 2016). The political reform that emerged in 1998 brought a new chapter to democratic life in Indonesia, including in the aspect of bureaucracy. Political reforms demanded the birth of a professional bureaucracy that was free from pragmatism and political co-optation with the authorities as happened during the New Order regime. The challenge to build a bureaucracy that is neutral and free from political co-optation is even stronger after the emergence of Law No. 34/2004 on the Principles of Regional Government which stipulates that regional head elections are conducted directly.

The New Order regime was a regime that strongly emphasized centralized state power. The state appeared as the only power that could not be matched by any group of people. The state enjoyed its autonomy vis-à-vis society, which in turn often imposed its interests. State networks, especially executive institutions, have developed into effective tools in managing and handling mobilization to support policies issued by the state (Hikam, 1997: 135). Moreover, the state has also managed to control society with various policies and laws as well as the process of forming the political order, which overall has a very negative impact on democratic values.

In response to political reform, in the context of bureaucracy, laws and regulations were revised to adapt to the times. During the Megawati Soekarno Putri era, for example, Law No. 32 on politics and bureaucracy: the problem of bureaucratic neutrality in Indonesia in the era of reform 162 Journal of Political Review Volume 06, 01, June 2016 2004 on the Principles of Local Government was enacted. This law is the main basis for the implementation of decentralization and regional autonomy. It also regulates the organization of elections for regional heads and their representatives (governors, regents, and mayors) to be directly elected by the people. The law also regulates the relationship between officials and civil servants in *Pilkada*, where there is a prohibition for officials to involve civil servants in practical politics and a prohibition for civil servants to engage in practical political activities.

Provisions for civil servants to be neutral are also regulated in Law No.43 of 1999 concerning Civil Service Principles. Article 3, paragraph 2 states that civil servants must be neutral from the influence of all groups and political parties and not discriminate in providing services to the public. Furthermore, with the enactment of Law No. 32 of 2004, regional head elections must be conducted directly. The impact of these direct elections certainly brings changes to the relationship between the bureaucracy and politics, especially the neutrality of the bureaucracy towards politics. In several regions, the implementation of regional elections has influenced civil servants to be involved in practical politics in the form of political support for certain candidates.

Regional heads elected through direct regional elections (*Pilkada Direct*) must be careful in making policies including in forming their "cabinet". This is because the cabinet, which is filled with government bureaucratic officials, will support and implement political policies and serve as a political channel for the regional head to the bottom. Reality shows that in several regional elections that took place, there was rampant politicization of the bureaucracy, such as in the 2010 South Tangerang election which had to be repeated based on the Constitutional Court's decision because of the proven

involvement of the bureaucracy, the rejection of the village head against Nur Mahmudi Ismail when M. Adian Firas 163 Journal of Political Review Volume 06, 01, June 2016 was elected in the 2015 Depok election, the siding of civil servants against candidates in the 2009 Governor election in South Sulawesi, and in many other regional elections. This phenomenon shows that there are still problems in the bureaucratic reform that was proposed at the beginning of the reformation which wanted the bureaucracy to be modern, and neutral.

In the early development of the conception of bureaucracy, bureaucratic neutrality has often been discussed by experts. The polemic between Karl Marx and Hegel highlighted the concept of bureaucratic neutrality with different arguments. Marx began elaborating the concept of bureaucracy by analyzing and criticizing Hegel's philosophy of the state. Meanwhile, the Hegelian analysis illustrates that state administration or bureaucracy is a bridge between the state and its people (Thoha, 2014: 20). Hegel considered that the bureaucracy should serve the public interest, because the reality of state policy often only benefits a group of people in a society. According to Thoha, Hegel's bureaucracy is of the view that bureaucracy is a bridge that connects the state and its people (Thoha, 2014: 22).

This society of people consists of professionals and businessmen who represent various special interests, while the state represents general interests. Between these two, the government bureaucracy is the intermediary that allows messages from the special interests to be channeled to the general interests. In other words, this Hegelian bureaucracy emphasizes the position of the bureaucracy to be neutral towards other societal forces.

Quality health services are health services that can satisfy every user of health services in accordance with the average level of satisfaction of the population and whose implementation is in accordance with established professional standards and codes of ethics. The hospital needs to provide services in accordance with what patients expect, namely with appropriate services because health services are the provision of satisfaction to the community for organizing government activities. Providing services to the community is one of the duties of government officials in carrying out government functions. Government officials as public servants have an obligation to provide satisfactory services to the community. However, at this time the community still thinks that the services provided by government officials are still less effective and less satisfying.

Hospitals need to know how to serve patients effectively and quickly. Patients are everyone who consults health problems to obtain the necessary health services, either directly or indirectly at the hospital. So that the service has been patient-oriented because the measure of quality perception is not in the view of the health service provider but lies with the patient. If the service received by the patient is as expected, the service can be said to be good. In achieving service goals that are oriented towards patient satisfaction, it is necessary to pay attention to things that play an important role in determining patient quality perceptions, including facilities, the role of doctors, medical personnel and nurses. In addition to improving the quality of services provided to consumers, hospitals also need to think about the price of their services. The price set must be right or appropriate in

the eyes of consumers, because prices that are inappropriate or too expensive will actually make consumers move to other health services.

Hospitals as one of the health service facilities in general have a very important role in efforts to improve the health status of the Indonesian people (Wirajaya, 2019). Humans basically want to always be in a healthy condition, they will do anything to get maximum health, a sick person will try to cure his illness until he is healthy again, to be able to realize this healthy state many things are done. One of them, which is considered to have an important role, is organizing health services such as hospitals (Devi, 2021).

The quality of public services is very important for an organization or institution because the assessment of an institution or organization is seen from the way services are provided, even this has become a competition between institutions to provide the best service for their consumers.

Patients will look for products in the form of goods or services from companies that can provide the best service to them (Winarti, 2018). Public service is a way carried out by organizations to serve the needs of people or society, increasing public awareness about health results in hospitals having to provide the best health services. One of these efforts is by maintaining the quality of service, so it needs to be done continuously so that the weaknesses and shortcomings of health services can be identified. Therefore, health services must include aspects, namely; promotive, preventive, curative, and rehabilitative.

Health services are one of the fundamental rights of the community whose presentation must be carried out by the government as has been stated in the 1945 Constitution Article 28H paragraph (1) "everyone has the right to live in physical and mental prosperity, to live, and get a good and healthy living environment and has the right to obtain health services" and Article 34 paragraph (3) "The state is responsible for the provision of health service facilities and health service facilities and proper public service facilities", one form of health service facilities for the community organized by the government is RSUD Dr. M Yunus Bengkulu City which has participated in accreditation and obtained the highest title, namely plenary accreditation.

Based on initial observations made by researchers, information was obtained that the service at the hospital could be said to be unsatisfactory. This was obtained because according to one informant at the time of the researcher's observation, he often heard complaints from several patients who were Non-Health Insurance, that the health services provided were unsatisfactory both in terms of the quality of equipment and the quality of other services such as medical services, drug services and administrative services.

Another problem that is often faced by patients or the public at the Outpatient Service of the Regional General Hospital (RSUD) dr M Yunus Bengkulu City, is that patients experience the unfriendliness of employees towards patients, this is reinforced by the results of preliminary observations made by researchers, that the availability of available waiting room facilities is not sufficient, there are still some patients who carry out the service process by standing.

According to Zeithaml-Parasurman-Berry (in Harbani Pasolong 2013: 135) good public services are viewed from the form of physical facilities and equipment used in services, reliability or ability of service implementers, responsiveness of service

implementers regarding responsiveness and communication, guarantees given to service recipients, and a sense of empathy or concern for service implementers in providing services with sincerity. Therefore, this research is very important to do so that it can be used to assess the success and quality of service at RSUD Dr. M Yunus Bengkulu City.

## **Result and Discussion**

### **Results**

Bureaucratic Reform is one of the efforts taken by the government to organize a good, effective and efficient governance system in providing public services in various sectors. The implementation of bureaucratic reform is a continuous, systematic, planned, and directed process in the delivery of professional, clean and authoritative public services (Ismail Nurdin, 2019). The sustainability of bureaucratic reform at RSUD Dr. M Yunus Bengkulu City has been implemented since 2016 until now, this long process has certainly been carefully prepared by the hospital.

The implementation of the performance of the government bureaucracy in public services in the health sector at RSUD dr. M Yunus Bengkulu City to date is going well, although there are still obstacles that hinder the delivery of services to the community/patients.

### **Tangibles (Direct Evidence)**

Tangibles, namely the quality of service in the form of physical office facilities, computerized administration, waiting rooms, information points. Tangible, namely as a quality of service in the form of a form or display including physical, equipment, employee appearance, and communication equipment. In health services it is very important to have tangible (direct evidence) in the form of facilities and infrastructure provided by the Regional General Hospital Dr. M Yunus Bengkulu City, so that every patient feels comfortable. Tangible is related to hospital facilities, as a support for the comfort of inpatients or service recipients at the Regional General Hospital dr.M Yunus Kota Bengkulu. Some things are the completeness of indoor facilities, the completeness of telecommunications facilities, the availability of comfortable and spacious seating, the appearance of clean and neat employees / nurses, and the completeness of information places regarding the flow of services. Tangible is tangible evidence of services in the hospital, regarding facilities that are sufficient to provide the best to patients so that patients are satisfied with what they get. In this case, tangible is one dimension of service quality that can be assessed directly by the patient, this is in accordance with the researcher's interview with the informant with the initials "HJ" as the Head of the Inpatient Installation stated that: "Yes, it is appropriate, in accordance with the Type of Hospital, namely Type C with the applicable rules and standards regarding the availability of complete hospital facilities and infrastructure has been fulfilled. And the problem of maintaining the facilities provided at the Hospital we pay attention to the deck besides that we always conduct evaluations regarding the maintenance of existing facilities. As for if a room or facility is found that is not properly maintained, we will



summon the relevant parties regarding facility maintenance and will also be given a warning, if the warning is not heeded, then it will be called again to be given training from the authorized party "(interview on October 29, 2023).

Agreeing with the statement of informant "K" (Nurse) also explained that: "we here have prepared the facilities that patients need in accordance with the service standards of the hospital such as waiting rooms, bathrooms, etc. (Interview on October 29, 2023).

Based on the results of observations and interviews conducted by researchers, in terms of the tangible dimension it is good that there are several public facilities for patients that look and are neat and clean only when it will be but it is still necessary to maintain the facilities so that patients who seek treatment can feel comfortable with the facilities or infrastructure provided by the General Hospital Dr. M Yunus Bengkulu City.

Facilities and infrastructure in hospitals are made in order to support hospital operations such as fostering comfort as a form of public service. In addition, in order to provide services to patients, it is adjusted to the duties of each position and applicable hospital procedures. This is in accordance with the statement of "AS" as a doctor who stated that: "Yes, because the facilities and infrastructure made to support comfort because related to public services are made how to support customers or service users. And here we provide services to patients in accordance with our duties and procedures that have been set. (interview on October 29, 2023).

In line with the doctor's opinion, the informant initials M as the patient also explained that: "if I already feel quite satisfied with the facilities here, in addition to indoor facilities outside the room we are also provided with facilities in addition to television and a waiting room, there is also the availability of mading, nurse schedules, suggestion boxes, magazines, handsanitisers, service flow for patients who feel they don't know how the service flow is, directions and much more". (Interview on October 29, 2023).

Based on the results of interviews conducted by researchers, in terms of the tangible dimension in the completeness of facilities and infrastructure that can support the service process and support the comfort of employees and service users is good, there are public facilities and also supporting facilities provided by the hospital so that patients feel comfortable when coming for treatment.

### **Reability (Reliability)**

Reability or reliability is the ability and reliability to provide reliable services. Reliability at Dr.M Yunus General Hospital, Bengkulu City is considered that whatever happens, they can entrust everything to service providers, namely administrative service officers, doctors, and nurses. This is in accordance with the statement of "M" as a patient who stated that: "As a patient, I trust the hospital staff, I think they are all smart and have the ability to fulfill their respective duties." (Interview on October 29, 2023).

In the context of public services, trust (skill) is an important capital so that making service providers as service providers who have credibility, both services in the public and private sectors is a must to be trusted by patients on the basis of their reliability. The majority of BPJS health user patients choose Dr. Yunus General Hospital Bengkulu City

not on the grounds of the reliability of the staff in handling patients, as well as the high trust of patients in administrative and medical staff there, although there are still some officers who work slowly and not according to procedures, but that is still understandable. This is in accordance with the statement of informant "D" as a patient who stated that: "In my opinion, to be said to be reliable and trustworthy, this officer can already do it, although sometimes there are still officers who work a little long and then not according to procedure, but I think it's normal because the name of the hospital is a lot of patients with uncertain numbers and conditions." (Interview on October 29, 2023).

From the patient's statement who said that the reliability of the officers was good that non-medical and medical officers could be trusted regarding the services they provided to patients. this was evidenced by the author's observations, during the observation the author saw that one of the government-owned hospital services was responsiveness and responsiveness of officers to patients quite well, even with an uncertain number of patients, but officers tried to continue to provide services to patients. This is reinforced by the informant with the initials "M" as the patient stated that: "When talking about the reliability of administrative officers in serving me, I feel it is quite good, I have been treated 3 times in a row at this hospital and 3 times I also think the service is quite good and fast" (Interview on October 29, 2023).

Based on this statement, the author can see that not all patients complain about the reliability of hospital staff, there are still patients who believe in the reliability of hospital staff. From the results of the interview, the researcher can conclude that the level of trust and reliability of officers at the General Hospital Dr.M Yunus Kota Bengkulu is not optimal, this is indicated by the existence of patient complaints which seem to say that there is no other choice but to seek treatment at the General Hospital Dr. M Yunus Kota Bengkulu because of his status as a referral patient from the regional puskesmas. If you see things, there must be efforts to improve the quality of service from the management of the General Hospital dr.Yunus Kota Bengkulu so that it can generate public trust in health services at the hospital. The importance of providing direction to all officers in the administration and medical staff so that they have the reliability that is truly expected by every patient using BPJS Kesehatan at the General Hospital dr. M Yunus Bengkulu City, because however in terms of service must prioritize the satisfaction of service users so as to generate trust to return to treatment.

### **Responsiveness (Responsiveness)**

Responsiveness or responsiveness is the response or ability to help and provide services quickly and precisely, and respond to consumer desires. Responsiveness relates to the desire or readiness of employees to provide services, as well as informing when services will be provided and then providing services quickly. The responsiveness of Dr. M Yunus General Hospital Bengkulu City is good, both in providing services and in listening to the complaints of patients who are seeking treatment. Employees have responded to patient complaints with a good attitude so that the community as patients can be satisfied. This is in accordance with the statement of the informant initials "D" as a patient who stated that: "The responsiveness of the officers is good, in the same service

they listen to the patient's complaints so we also feel satisfied and cared for, with the attitude of the officers"

In contrast to the opinion of the informant with the initials "M" who stated that: "In my opinion the service officers are lacking in terms of speed of service. The services carried out cannot be completed quickly, starting from registration at the counter, the queue for examination to the queue for taking medicine, patients have to wait for a short time to do one examination. Slow service hampers a lot of wasted time and our other work is hampered."

Interview with infirman initials C as the patient's family who stated that: "The services provided so far have gone back and forth to the RSUD not too fast, but not ignored either. It's just not too good either. The response has been quite good. The doctor also visits the patient every day. So in my opinion there is still a need for improvement from the person so that the services provided to patients are really good. So that there is no feeling of difference in service delivery."

Based on the results of these interviews, it can be seen that the responsiveness of health workers to patients is good by listening to the needs and complaints of patients, but in terms of service health workers still do not apply the element of speed in working in accordance with patient expectations. In addition, patients hope that there is a need for improvement or improvement in the quality of human resources with the aim that the community does not feel any difference in providing services to patients. This is also the duty of the hospital so that what the community wants as recipients of public services is satisfied.

### **Assurance (Guarantee)**

Assurance or evaluation carried out to measure the guarantee or ability and friendliness and courtesy of employees in ensuring patient trust at RSUD Dr. M Yunus Bengkulu City. Assurance in the public service system at RSUD Dr. M Yunus Bengkulu City can be seen from the service opening hours posted in the office at the hospital. These service hours show how certainty is given to the patients of RSUD dr M Yunus Kota Bengkulu to request services. In addition, the guarantee of service fees that exist in every patient is certain because it has been integrated with the online system used in scheduled services in the hospital system. This is reinforced by the informant with the initials "M" as the patient stated that: "service hours are already posted in front of the hospital near the administration section so we patients already know the schedule of each service so it feels there is certainty for service time." Based on the results of the interview, it can be seen that the form of assurance carried out by the hospital is to provide clear information on service times for each patient so that patients can visit according to the predetermined time.

In providing assurance services at RSUD Dr. M Yunus Bengkulu City also guarantees that every patient who visits gets good service, besides that the hospital guarantees that patients get treatment according to the correct procedure so as to avoid malpractice. This is in accordance with the researcher's interview with the informant with the initials "HJ" as the Head of the Inpatient Installation stated that: "We try to guarantee patients by providing the best service to patients, besides that the treatment received by patients is adjusted to the correct procedure so that malpractice does not occur."



Interview with infirman initials C as the patient's family who stated that: "So far it has been good if in the treatment of many families who have been treated at this hospital, thank God for being given healing by God, it's just that if the service guarantee I think it still needs to be improved, especially the service time which is sometimes too long to wait and the friendliness of every hospital officer is still not good."

Based on the results of the interview, it can be seen that the treatment guarantee provided by the hospital is in accordance with the expectations of the patient, but there are still shortcomings in the service guarantee section which sometimes does not matc

### **Emphaty (Empathy)**

Emphaty or empathy is the ability to understand other people's feelings, accept their point of view, appreciate the differences in people's feelings about various things, be a good listener and questioner. Employee attention in this case is the self-awareness of employees to empathize with patients who experience difficulties in treatment. Officers of the Regional General Hospital Dr. M Yunus Bengkulu City are good enough in paying attention to patients, if patients complain about their illness. Officers of the Regional General Hospital dr M Yunus Kota Bengkulu listen to complaints and direct patients to the procedure for prescribing drugs. This is in accordance with the statement of informant "D" as a patient who stated that: "Hospital officers such as staff, nurses and security are good tawwa if we come here and we are confused, they immediately come to greet us and ask what complaints and what treatment we want, then they direct us to the treatment procedure and also to pick up the medicine."

This agrees with the informant initials "M" as a patient who stated that "Patient complaints about the illness experienced are always responded to by the officers and the officers swiftly provide action." Based on the results of the study, it can be seen that hospital staff have a high attentive attitude towards patients who come by asking about complaints and providing directions for treatment procedures.

Another case is in terms of the convenience of service time. Many people complain about the inconvenience of service times that often close before time and also the time is very short while the examinations given require a short time so that many people have to skip work hours. This is in accordance with the statement of the informant initials "K" who stated that: "it's common for the service to be closed for a while so sometimes we have permission or skip the office to come again the next day, the service should be adjusted to the patient's condition."

The attitude of employees can be quite satisfying to patients even though there are some officers who show less sympathy to patients, but it should also be understood that each officer's character is different so that the level of friendliness of the officers also varies. The interview results obtained from the informant initials "M" stated that: "The attitude received from nurses and doctors is pretty good, but there are also some nurses who still don't care. But maybe that's our character, I don't blame either. Human beings have different characteristics."

The informant with the initials "D" has found the hospital staff who stated that: "The doctor is good, the nurse is also good. There are times when they joke with us. So we are

not tense at times and it is also one way to keep us motivated. So we feel happy, feel cared for. Not neglected.”

Based on the results of these interviews, it can be seen that the attitude given is quite good overall. The way they serve makes the community, especially patients, relaxed and relaxed. With this, it fosters a sense of enthusiasm and is not discouraged for the patients. However, even though they have received a good assessment, there are still some nurses who seem ignorant and don't care about patients. However, this is understood by patients, because the character of each individual is certainly different.h the specified time and the level of hospitality of hospital staff that needs to be improved.

## Discussion

### Tangible (Real Evidence)

Tangibles are services in the form of physical office facilities, computerized administration, waiting rooms, information points. Tangible as a quality of service in the form of a form or appearance including physical, equipment, employee appearance, and communication equipment. The existence of tangible (direct evidence) in the form of facilities and infrastructure provided by the Regional General Hospital (RSUD) dr. M Yunus Bengkulu City, so that every patient feels comfortable. Some things are the completeness of indoor facilities, the completeness of telecommunications facilities, the availability of comfortable and spacious seating, the appearance of clean and neat employees / nurses, and the completeness of information places regarding the flow of services. Facilities and infrastructure at the Regional General Hospital (RSUD) dr. M Yunus Kota Bengkulu provided to support the service process and support the comfort of employees and service users are good, there are public facilities and also supporting facilities provided by the hospital so that patients feel comfortable when coming for treatment.

### Reability (Reliability)

Reability or reliability is the ability and reliability to provide reliable services. Reliability at the Regional General Hospital (RSUD) dr. M Yunus Bengkulu City is considered that whatever happens, they can entrust everything to service providers, namely administrative service officers, doctors, and nurses.

The reliability of the officers of the Regional General Hospital (RSUD dr. M Yunus Kota Bengkulu) has been good to non-medical and medical officers can be trusted regarding the services they provide to patients. One of the services of government-owned hospitals is the responsiveness and responsiveness of officers to patients is quite good, even with an uncertain number of patients, but officers try to continue to provide services to patients. There are some patients complaining about the reliability of hospital staff, but there are still most patients who believe in the reliability of hospital staff.

From the results of the interviews, the researcher can conclude that the level of trust and reliability of officers at the Regional General Hospital (RSUD) dr. M Yunus Kota Bengkulu is not yet optimal, this is indicated by the complaints of patients who seem to say that there is no other choice but to seek treatment at the Regional General Hospital

(RSUD) dr. M Yunus Kota Bengkulu because of their status as referral patients from regional health centers.

The importance of providing direction to all officers in the administration and medical staff in order to have the reliability that is truly expected by every BPJS Kesehatan user patient at the Regional General Hospital (RSUD dr. M Yunus Kota Bengkulu), because after all in terms of service must prioritize the satisfaction of service users so as to generate trust to come visit next time.

### Responsiveness

Responsiveness or responsiveness is the response or ability to help and provide services quickly and precisely, and respond to consumer desires. Responsiveness relates to the desire or readiness of employees to provide services, as well as informing when services will be provided and then providing services quickly. The responsiveness of health workers at the Regional General Hospital (RSUD) dr. M Yunus Bengkulu City to patients is good listening to the needs and complaints of patients, but in terms of health worker services it is still a slow process and in accordance with patient expectations. In addition, patients hope that there is a need for improvement or improvement in the quality of human resources with the aim that the community does not feel there is a difference in providing services to patients. This is also the duty of the hospital so that what the community wants as recipients of public services is satisfied.

### Assurance (Guarantee)

Assurance or evaluation carried out to measure the guarantee or ability and friendliness and courtesy of employees in ensuring patient confidence in the Regional Hospital (RSUD) dr. M Yunus Bengkulu City. Assurance in the public service system at the Regional Hospital (RSUD) dr. M Yunus Bengkulu City can be seen from the service opening hours posted in the office at the hospital. These service hours show how certainty is given to the patients of the Regional Hospital (RSUD) dr. M Yunus Kota Bengkulu to request services.

In addition, the service fee guarantee that exists in every patient is certain because it has been integrated with the online system used in scheduled services in the hospital system. The treatment guarantee provided by the hospital is in accordance with the expectations of the patient but there are still shortcomings in the service guarantee section which sometimes does not match the specified time or the level of hospital staff friendliness that needs to be improved.

### Emphaty (Empathy)

Emphaty or empathy is the ability to understand other people's feelings, accept their point of view, appreciate the differences in people's feelings about various things, be a good listener and questioner. Employee attention in this case is the self-awareness of employees to empathize with patients who are experiencing difficulties in treatment. Hospital officers of the Regional General Hospital (RSUD dr. M Yunus Kota

Bengkulu) have a high attentive attitude towards patients who come by responsively listening to complaints and providing directions for treatment procedures.

The attitude given is quite good overall. The way they serve makes the community, especially patients, more comfortable. With this, it fosters a sense of enthusiasm and is not discouraged for patients. However, even though they have received a good assessment, there are still some nurses who seem ignorant and do not care about patients. However, this is understood by patients, because the character of each individual is certainly different.

## Conclusion

Based on the results of research and discussion about the performance of government bureaucracy in public services in the health sector at RSUD Dr. M Yunus Bengkulu City, the conclusions that can be drawn are as follows: (1) Reliability in health services for hospitalized patients is good, this dimension is shown by the readiness of doctors and the proficiency of Regional General Hospital (RSUD dr. M Yunus Kota Bengkulu) officers in handling hospitalized patients, handling patients in accordance with applicable procedures, and always prioritizing professionalism in providing services to patients. (2) Empathy, the ability to respond to patient complaints has been responded well by officers or employees of the Regional General Hospital (RSUD) dr. M Yunus Kota Bengkulu. And the empathy attitude possessed by hospital employees is quite good in providing excellent service in accordance with the vision and mission of the Regional General Hospital (RSUD) dr. M Yunus Bengkulu City. (3) Responsiveness of health workers to patients is good by listening to the needs and complaints of patients, but in terms of service health workers still lack the element of speed in working in accordance with patient expectations. (4) Physical evidence (tangible), facilities and infrastructure in the Regional General Hospital (RSUD) dr. M Yunus Bengkulu City are adequate and supportive in helping the hospitalization service process in the hospital. However, the facilities in the inpatient room are still incomplete and maintenance still needs to be improved. (5) The form of assurance carried out by the hospital is to provide clear information about the service time for each patient so that the patient can visit according to the specified time. (6) Based on the results of the study, it is known that the four dimensions of service quality used to determine the quality of inpatient services at the Regional General Hospital (RSUD) dr. M Yunus Bengkulu City are all in the good category (quality), it can be concluded that inpatient health services at the Regional General Hospital (RSUD) dr. M Yunus Bengkulu City are of high quality.

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