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Effectiveness Of The Accreditation Program On Improving The Quality Of Services At Community Health Center X

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ABSTRACT

The community health center accreditation program is a government effort to continuously improve the quality of primary health care services. Accreditation emphasizes quality improvement, patient safety, and service performance. This study aims to determine the effectiveness of the accreditation program in improving service quality at Community Health Center X.

This study used a quantitative design with a cross-sectional approach. The research sample consisted of 50 respondents consisting of community health center patients, selected using accidental sampling techniques. Data were collected using a service quality questionnaire based on SERVQUAL dimensions. Data analysis used the Chi-Square test.

The results of the study showed that there was a significant relationship between the implementation of the accreditation program and the improvement of service quality at Community Health Center X with a *p value* <0.05.

The conclusion of this study is that the accreditation program is effective in improving the quality of health services at Community Health Center X.

Keywords: Accreditation, Service Quality, Community Health Center

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1. Introduction

As first-level healthcare facilities, community health centers (Puskesmas) play a strategic role in providing promotive, preventive, curative, and rehabilitative services to the community. The quality of healthcare services is a key indicator in assessing the success of Puskesmas services. High-quality services will increase patient satisfaction and public trust in healthcare facilities.

The Indonesian government, through the Ministry of Health, has established a community health center accreditation program as an effort to continuously improve service quality and patient safety. Community health center accreditation covers aspects of management, public health efforts (UKM), and individual health efforts (UKP).

In its implementation, variations in service quality were still found between community health centers, even though they had been accredited. Therefore, research is needed to assess the extent to which the accreditation program is effective in improving service quality at Community Health Center X.

2. Research Methods

a. Research Design

This study used a quantitative analytical design with a cross-sectional approach. This design aims to analyze the effectiveness of the accreditation program on the quality of health services at Community Health Center X at a single measurement point.

b. Location and Time of Research

The research was conducted at Community Health Center X in May - June 2025. The location selection was based on the accreditation status of Community Health Center X which had been fully implemented and the high number of patient visits.

c. Population and Sample

The population in this study was all patients who received services at Community Health Center X during the study period.

The sample size was 50 respondents, which was determined using the accidental sampling technique, namely selecting respondents who happened to come and met the inclusion criteria when the research was taking place.

Inclusion Criteria

- 1) Patients aged ≥ 18 years
- 2) Have received health services at Community Health Center X
- 3) Can communicate well
- 4) Willing to be a respondent by signing the informed consent

Exclusion Criteria

- 1) Patients in emergency condition
- 2) Patients with communication or cognitive disorders





3) Patients who refuse to participate

d. Research Variables

- Independent variable: Community health center accreditation program
- Dependent variable: Quality of health services

e. Operational Definition of Variables

Variables	Operational Definition	Measuring instrument	Scale
Accreditation program	Implementation of health center accreditation standards	Questionnaire	Nominal
Quality of service	Patient assessment of service quality	SERVQUAL	Ordinal

f. Research Instruments

The instrument used is a service quality questionnaire based on the five dimensions of SERVQUAL, namely:

- 1) Tangibles (facilities and means)
- 2) Reliability (service reliability)
- 3) Responsiveness (responsiveness of officers)
- 4) Assurance (guarantee and competence)
- 5) Empathy (officer concern)

The instrument has undergone validity and reliability testing.

g. Research Procedures

- 1) Research permit management
- 2) Explanation of research objectives to respondents
- 3) Informed filling consent
- 4) Data collection using questionnaires
- 5) Data completeness check

h. Data collection technique

- Primary data was obtained through questionnaires
- Secondary data was obtained from health center documents related to accreditation status.

i. Data Analysis Techniques

- Univariate analysis to see the distribution of respondent characteristics and service quality
- Bivariate analysis using the Chi- Square test to determine the relationship between accreditation programs and service quality

The significance level used is $\alpha = 0.05$.

j. Research Ethics

This research pays attention to the ethical principles of health research, including:





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- Informed consent consent)
- Confidentiality of respondent identity
- Respondents' right to refuse or discontinue participation at any time

3. Research Results And Discussion

a. Results

1) Respondent Characteristics

This study involved 50 patient respondents who received services at Community Health Center X. Respondent characteristics included age, gender, and education level.

Table 1. Respondent Characteristics (n = 50)

Characteristics	Category	f	%
Age	18–30 years	14	28.0
	31–45 years	21	42.0
	>45 years	15	30.0
Gender	Man	22	44.0
	Woman	28	56.0
Education	Base	13	26.0
	Intermediate	25	50.0
	Tall	12	24.0

Interpretation:

Most respondents were aged 31–45, female, and had a secondary education. These characteristics influenced respondents' perceptions of service quality.

2) Assessment of Service Quality at Community Health Center X

Service quality is assessed based on five dimensions of SERVQUAL.

Table 2. Service Quality Based on SERVQUAL Dimensions

Dimensions	Good Category f (%)	Poor f (%)
Tangibles	39 (78.0)	11 (22.0)
Reliability	36 (72.0)	14 (28.0)
Responsiveness	38 (76.0)	12 (24.0)
Assurance	41 (82.0)	9 (18.0)
Empathy	40 (80.0)	10 (20.0)

Interpretation:





Most respondents assessed the quality of service in all SERVQUAL dimensions as being in the good category, especially in the assurance and empathy dimensions.

3) **The Relationship between Accreditation Programs and Service Quality**

Bivariate analysis was conducted to determine the relationship between accreditation programs and service quality.

Table 3.

Relationship between Accreditation Program and Service Quality

Accreditation Program	Good Quality	Poor Quality	Total	p- value
Optimal	35	6	41	
Less than optimal	4	5	9	
Total	39	11	50	0.002

Interpretation:

The results of the Chi-Square test show a p value = 0.002 (< 0.05), which means there is a significant relationship between the accreditation program and the quality of service at Community Health Center X.

Summary of Research Results

The results of the study show that the optimal implementation of the accreditation program is related to improving the quality of services at Community Health Center X, viewed from the aspects of facilities, reliability, responsiveness, service assurance, and empathy of health workers.

b. Discussion

The results of this study indicate that the accreditation program has an important role in improving the quality of health services at Community Health Center X. This can be seen from the high percentage of service quality assessments in the good category in all SERVQUAL dimensions.

Tangible dimensions indicate that physical facilities, room cleanliness, and infrastructure availability have improved post-accreditation. Accreditation standards encourage community health centers to improve their service environments to make them more comfortable and safe for patients.

In the reliability dimension, most respondents assessed that services were provided accurately and according to procedures. This indicates that implementing standard operating procedures (SOPs) as part of accreditation can improve the reliability of healthcare services.

Responsiveness dimension indicates that healthcare workers are increasingly responsive in serving patients. Accreditation emphasizes improving staff competence





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and communication, resulting in improved wait times and responsiveness to patient needs.

The assurance dimension received the highest score, reflecting patient confidence in the competence and professional attitudes of healthcare professionals. This aligns with the primary goal of accreditation, which is to improve patient safety and quality of care.

Empathy dimension demonstrates the ability of healthcare workers to provide caring and friendly service to patients. This empathetic attitude is a crucial factor in increasing patient satisfaction and loyalty to the community health center.

Statistical test results indicate a significant relationship between accreditation programs and service quality. This finding aligns with healthcare quality management theory, which states that implementing quality standards and continuous evaluation will improve the performance of healthcare organizations.

However, a small percentage of respondents still considered the service quality to be poor. This could be due to limited human resources, high workloads, and ongoing adaptation to accreditation standards.

4. Conclusion And Suggestions

a. Conclusion

Based on the results of research regarding the effectiveness of the accreditation program in improving the quality of services at Community Health Center X, the following conclusions can be drawn:

- 1) The implementation of the accreditation program at Community Health Center X has been carried out optimally and covers aspects of management, health services, and patient safety.
- 2) The majority of respondents assessed the quality of service at Community Health Center X to be in the good category, especially in the dimensions of assurance, empathy, and tangibles.
- 3) The results of the statistical analysis showed a $p\text{ value} = 0.002 (< 0.05)$, which means there is a significant relationship between the accreditation program and improving the quality of services at Community Health Center X.
- 4) The accreditation program has proven effective in encouraging improvements in the quality of services, both in terms of facilities, service reliability, responsiveness of officers, and the professional attitudes of health workers.

Thus, it can be concluded that the accreditation program is an effective strategy to improve the quality of health services at Community Health Center X.

b. Suggestion

Based on the research conclusions, the researcher provides several suggestions as follows:





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- 1) For Community Health Centers
 - Community Health Centers are expected to maintain and improve the implementation of accreditation standards on an ongoing basis, not only during accreditation assessments.
 - Monitoring and evaluation of service quality is necessary to ensure that standards are consistently applied.
- 2) For Health Workers
 - Health workers are expected to continue to improve their competence, professionalism, and empathy in providing services to patients.
 - It is recommended that there be regular training regarding service quality and patient safety.
- 3) For Management and Policy Makers
 - The results of this study can be used as evaluation material and policy considerations in developing programs to improve the quality of community health center services.
 - Support for the availability of human resources and infrastructure needs to be continuously improved.
- 4) For Further Researchers
 - Further research is recommended to use a longitudinal or experimental design to see the long-term impact of accreditation.
 - It is necessary to add other variables such as patient satisfaction, health worker performance, and patient safety to enrich the research results.

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