ABSTRACT

Patient Satisfaction with Primary Health Care Services at Puskesmas Lempake During the Implementation of Primary Health Care Integration (ILP) in 2026

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Primary Health Care Integration (ILP) positions community health centers (Puskesmas) as the main hubs for life-course-based health services, promotive and preventive care, and community-based health networks. In this context, patient satisfaction is an important indicator for assessing service quality and the responsiveness of primary healthcare facilities.

This study aimed to analyze the level of patient satisfaction with services provided by Puskesmas Lempake during the implementation of Primary Health Care Integration (ILP) in 2026.

This study employed a quantitative descriptive design using secondary data analysis from the e-KianPuas Community Satisfaction Survey (SKM) report of UPTD Puskesmas Lempake for the first semester of 2026. The data included 404 respondents from all service units during the period of January 1 to June 30, 2026. The analysis included respondent characteristics, the mean score of each service element (NRR), weighted mean scores, score distribution, and the Community Satisfaction Index (IKM).

The Community Satisfaction Index (IKM) of the service unit was 91.85, categorized as very good. All service elements achieved NRR values above the threshold for the very good category. The highest-rated element was U8, namely complaint, suggestion, and feedback handling (NRR 3.886). Meanwhile, the relatively lowest-rated elements were U5, namely service product specifications (NRR 3.609), U9, namely facilities and infrastructure (NRR 3.611), and U3, namely service completion time/service duration (NRR 3.614).

Patient satisfaction with services at Puskesmas Lempake during the first semester of 2026 was categorized as very good. These findings indicate a strong foundation of service quality to support the implementation of Primary Health Care Integration (ILP). However, continuous improvement remains necessary, particularly in improving service product clarity, facilities and infrastructure, and service time management.

Keyword : Patient satisfaction, Community Health Center, Primary Health Care Integration, Community Satisfaction Survey, Service Quality.