ABSTRACT

Community Satisfaction with Public Services at the Berau District Health Office, Indonesia

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Background : Community satisfaction is an important indicator of public service quality and provides information for monitoring service performance. The Community Satisfaction Survey (Survei Kepuasan Masyarakat, SKM) assesses users' perceptions across nine service elements. Understanding variations across these elements may help identify aspects of public services requiring continued attention.

Objective : This study aimed to describe community satisfaction with public services at the Berau District Health Office in 2026 and identify variations across the nine SKM service elements.

Research Methods/ Implementation Methods : This quantitative descriptive study used secondary data from the 2026 SKM conducted by the Berau District Health Office. The survey included 75 respondents and assessed nine service elements (U1–U9) using a four-point satisfaction scale. Data were analyzed descriptively using mean scores for individual service elements and the overall SKM score.

Results : The overall SKM score was 3.534, corresponding to a converted score of 88.00 and classified as A (Very Good). Among the nine service elements, product/service specification (U5) had the lowest mean score (3.387). The survey report also identified service completion time, personnel competence, and personnel behavior as aspects requiring continued attention.

Conclusion/Lesson Learned : Community satisfaction with public services at the Berau District Health Office was categorized as very good. However, variations across service elements indicate areas requiring continued monitoring, particularly product/service specification.

Keyword : community satisfaction; public service quality; health office; service performance; Indonesia