



## Disclosure of Public Information in Health Services

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### Abstract

With the presence of Law No. 14/2008 on Public Information Disclosure, this law has provided a legal basis for everyone's right to obtain public information, because every public agency has an obligation to provide and serve requests for public information in a fast, timely, low-cost and simple method. Puskesmas Sape still has patients or the public who are confused about services at Puskesmas Sape due to the ignorance of patients or the public about the procedures and flow of services at Puskesmas Sape. The factor that is the ignorance of the community is due to information that has not been conveyed directly to patients or the community and the lack of information dissemination so that the community still does not fully know the flow and procedure of services at the Sape Health Center. Because public service is one of the government's efforts to fulfill the rights of every citizen, if public services are not fully fulfilled by public organizers, public services can be said to have failed. This study aims to determine how public information disclosure in providing health services at the Sape Health Center and the supporting and inhibiting factors of public information disclosure in health services at the Sape Health Center. The method that researchers use is a descriptive method with a qualitative approach. The implication of the research shows that the implementation of openness in the provision of health services at the Sape Health Center.

*Keywords:* Implementation; Quality; Service.

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### Introduction

In Indonesia, public services are still very complicated, wordy and long in service because in the bureaucracy in Indonesia providing services to the community is made difficult by the bureaucracy. It is common knowledge that the bureaucracy in Indonesia sometimes misuses public services as a way to get something in the form of money by asking for payment from people who want their affairs in the government to be resolved as quickly as possible which can result in a high fee by unscrupulous bureaucrats. From these problems, public services in Indonesian government offices are still very bad. However, during the Jokowi administration, public services began to change and improve with the formation of the Clean Sweep

Team of Illegal Levies (SaberPungli) based on Presidential Regulation Number 87 of 2016 dated October 20, 2016.

Public services and public information disclosure are related to each other, because one of the principles in the implementation of public services is the principle of openness. Public information disclosure and public services cannot be separated, although both are bound and regulated in separate laws. The presence of Law Number 14 of 2008 concerning Public Information Disclosure. Public information disclosure is still difficult to carry out because public agency officials assume that involving the public can affect the bad assessment of the performance of public agencies. The process of realizing public information disclosure tends to be influenced by how much willingness and commitment from authority holders and public information providers.

The Sape Health Center is located on Soekarno-Hatta Street with an address in Naru Village, Sape District, Bima Regency, West Nusa Tenggara with the Sape Health Center Code P5206060101. Geographically, the location of the Sape Health Center is right in the middle of the Sape District area so that the Sape Health Center has a strategic location for the community or patients who come for treatment and visit. In general, health services organized by the Puskesmas include curative (treatment), preventive (prevention efforts), promotive (health improvement) and rehabilitation (health recovery) services.

**Table 1.** Service Facilities and Rooms at the Sape Thn Community Health Center. 2023

| No. | Space                                      | Number 2023 | KET |
|-----|--|-------------|-----|
| 1   | Registration and Information Room          | 1           |     |
| 2   | Emergency Room (ER)                        | 1           |     |
| 3   | General Examination Room                   | 1           |     |
| 4   | Nutrition Health Service Room              | 1           |     |
| 5   | Inu KR and IVA Health Service Room         | 1           |     |
| 6   | Family planning clinic and VIA examination | 1           |     |
| 7   | Immunization and Child Care Room (IMCI)    | 1           |     |
| 8   | Yankestradikom Health Promotion Room       | 1           |     |
| 9   | Labor and Delivery Room                    | 1           |     |
| 10  | Head of Health Center Room                 | 1           |     |
| 11  | Kitchen Room                               | 1           |     |
| 12  | Laboratory Room                            | 1           |     |
| 13  | Pharmacy Service Room                      | 1           |     |
| 14  | Medical Record Room                        | 1           |     |
| 15  | Sterilization Room                         | 1           |     |
| 16  | Hospitalization Room                       | 1           |     |
| 17  | Postpartum Room                            | 1           |     |
| 18  | Meeting Room                               | 1           |     |
| 19  | Office Administration Room                 | 1           |     |
| 20  | Pharmacy Room                              | 1           |     |
| 21  | Program Room                               | 1           |     |
| 22  | General Warehouse                          | 1           |     |
| 23  | Telemedicine Room                          | 1           |     |
| 24  | Menu / Milk Room                           | 1           |     |
| 25  | Officer's Room                             | 1           |     |
| 26  | TB DOTS Room                               | 1           |     |
| 27  | Safety Unit Room                           | 1           |     |
| 28  | Ultrasound Room                            | 1           |     |

Source: Sape Community Health Center data for 2023

Various services at the Sape Health Center still have patients or communities who are confused about services at the Sape Health Center due to the ignorance of patients or communities about the procedures and flow of services at the Sape Health Center. Factors that become community ignorance are due to information that has not been conveyed directly to the community and the lack of information dissemination so that the community still does not know in the service to the Sape Health Center. It is very important for Puskesmas Sape to provide information disclosure to patients or the community with this so that it facilitates Puskesmas Sape in carrying out its duties and functions in providing and carrying out services to patients. Based on the initial observations of researchers at the Sape Health Center, researchers are interested in taking titles related to public information disclosure in health services (Case study at the Sape Health Center, Bima Regency).

Literature Review

### Public Service

Basically every human being needs service, it can even be said that service cannot be separated from human life. The same thing from the Big Indonesian Dictionary (2005: 15) in (Soputan, 2013) that service is about or how to serve. Service can be interpreted as the actions or actions of a person or organization to provide satisfaction to customers or customers. Meanwhile, according to Mustanir (2022: 6) in (Niken Ayu Febrianti et al., 2023) Public Services are the responsibility of the government and are implemented by the government.

According to the Minister of Administrative Reform No.63/KEP/M.PAN/7/2003, public services are all service activities carried out by public service providers in an effort to fulfill the needs of service recipients as well as the implementation of laws and regulations. provisions. Meanwhile, Law Number 25 of 2009 concerning Public Services is a law that regulates the principles of good governance, namely the effectiveness of the government function itself.

### Public Information Disclosure

According to (Karmanis Karmanis, 2022)) that public disclosure is a form of transparency that has implications for the government's ability to realize good governance. For example, the government can provide information about the rules of the game and details of the form of public service activities clearly so that the public can be involved and supervise these government activities directly. This law has provided a legal basis for the right of every person to obtain public information, where every public body has an obligation to provide and serve requests for public information in a fast, timely, inexpensive and simple manner.

In an effort to implement public information disclosure in Indonesia, a body that is in charge of maintaining and supervising the implementation of public information disclosure is the Public Information Commission (KIP) both at the Central and Regional levels. Sutanto, Eko (2010) in (Nababan, 2020) states that efforts that can be made to realize information disclosure must be supported by a serious willingness of public agencies, without worrying about the negative impact on openness. This information disclosure will also have a positive impact not only on the people who receive information but also on the government that provides information. The government is always trying to improve its performance with the aim of gaining public trust. As part of the policy-making process, the community will automatically provide input and new ideas, so that the community feels ownership of the policy when it is implemented. Bolton, (1996) in (Retnowati, 2012) Basically, the main purpose of public information disclosure in every country is to ensure that public institutions will be more accountable and credible by providing information and documents according to public requests.

### Health Services at Puskesmas

One of the public health services in Indonesia is carried out by Puskesmas. Health services at Puskesmas as a form of basic health services are expected to be the spearhead in efforts to improve health services. Health services are efforts organized to maintain and improve health, prevent, and cure diseases (Hariyoko et al., 2021)

One form of government effort in providing health services to the community is that in each sub-district a government agency is built as a unit of public health service providers, namely Puskesmas or commonly called Puskesmas. Puskesmas is a health organization that is the center of public health development, and is at the forefront of providing direct health services to the community (Safira & Holifah, 2021 in (Saguni et al., 2023) (Riyadi, 2018) in (Lasso, 2023).

Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014 concerning Puskesmas is a health service facility that organizes public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts, to achieve the highest degree of public health. in its working area. While the Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Puskesmas in Chapter 1 Article 1 that Puskesmas is a health service facility that organizes public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts. in its working area.

The objectives of health development held by Puskesmas are stated in the Minister of Health Regulation Number 75 of 2014 concerning Puskesmas article 2, which the aim is first to realize a community that has healthy behavior including awareness, willingness, and ability to live healthy. Second, to realize a community that is able to reach quality health services.

### Research Method

By considering the research objectives related to the topic, the type of research used is descriptive research with a qualitative approach. The reason researchers use descriptive research with a qualitative approach is because this research reveals what actually happens in the field. The

data used are primary data, such as data from observations and interviews, and secondary data, such as data from the collection or processing of data in the nature of documentation studies, such as references or regulations. In addition, this research emphasizes more on the process and type of descriptive research using a qualitative approach which is considered more supportive and meaningful in absorbing problems related to the focus of this research. Bodgan and Taylor (Moleong, 2017) explain that qualitative methods are research procedures that produce descriptive data in the form of written and spoken words from people and observable behavior, and this research reveals any facts about an object, symptom, situation, by reading, describing, understanding it, then drawing a conclusion and taking a systematic form of writing. Meanwhile, according to (Arikunto, 2006) in (Feny Rita Fiantika et al., 2022) qualitative research is relatively new or young research compared to quantitative research, and of course both of these studies have weaknesses, advantages or disadvantages.

Then the data is further processed using descriptive analysis in accordance with the objective conditions found in the field to find out information on community openness in health services at the Sape Health Center, Bima Regency. Based on the background, problem formulation, and research objectives, the focus of this research is on public information disclosure in health services at the Sape Health Center and supporting factors and inhibiting factors for public information disclosure in health services at the Sape Health Center. (Litjan Poltak (Sinambela, 2010) to achieve satisfaction in the public service community seen from transparency, accountability, conditional, participatory, equal rights and balance of rights and obligations, in this study the indicators are taken from the six indicators.

## **Results & Discussion**

The discussion in this study aims to determine the openness of public information in health services at the Sape Health Center, Bima Regency. According to ((Ariany & Putera, 2013)) service is an action or process carried out by individuals or organizations to meet the needs or desires of customers or other parties.

Public services organized by the Government both at the Central government level, Provincial Government, Regency or City government, District government to villages or sub-districts. to the community is a manifestation of its duties and functions Opinions (Sutikno et al., 2022) Apparatus in providing public services as described in the 1945 Constitution, that the State is obliged to serve every citizen and resident to meet their basic needs in order to improve the welfare of the community. As the needs of the community must be implemented by the government as a state organizer. In line with the opinion (Hayat, 2017) because public service is one of the government's efforts to fulfill the rights of every citizen, if public services are not fully fulfilled by public organizers, public services can be said to have failed.

Unresponsive bureaucratic attitudes and behaviors, structures, and procedures that are inadequate and still procedural, worsen public trust in the bureaucracy and create public resistance to public policies. Therefore, it requires accountability for public services that are able to respond to the needs and aspirations of the community (Baharuddin, 2019)

Unresponsive bureaucratic attitudes and behaviors, structures, and procedures that are inadequate and still procedural, worsen public trust in the bureaucracy and create public resistance to public policies. Therefore, it requires accountability for public services that are able to respond to the needs and aspirations of the community (Feny Rita Fiantika et al., 2022)

According to the Law on Public Information Disclosure, Public Information is information produced, stored, managed, sent, and or received by a Public Agency relating to the organizers and administration of the state in accordance with this Law as well as other information relating to the public interest. One way to implement the Public Information Disclosure Act is to provide a website that is informative, transparent, accountable, complete and easily understood by the public. By considering the types of standard information that must be provided under the Public Information Disclosure Act, it seems that support from various parties is needed to create and determine a website template that meets the above criteria including what must be displayed, so that an informative website can be made available to the public.

Health service providers must be able to consider good service standards. Health workers must be able to provide open and high-quality services because this is one of the benchmarks of the success of a public service and the satisfaction of the community. Dissatisfaction with health services will eliminate public trust in the government, which is promised by law to provide health insurance. According to Santi, Basri and (Santi et al., 2023) health services are one of the components in the national health system that is in direct contact with the community.

In achieving the highest degree of public or patient health through health efforts as proclaimed in the Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014 concerning Community Health Centers, it is necessary to have good, quality and quality health services by health providers, therefore high performance is required from the health providers themselves.

Furthermore, based on research conducted on October 3, the results of interviews and documentation obtained in the field, there are six research indicators that researchers convey which refer to Permenpan No.63/KEP/M.PAN/ 7/2003, public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and implement the provisions of laws and regulations.

Public service providers are officials or employees of government agencies that carry out public service duties and functions in accordance with statutory regulations. Public service recipients are the public, the public, government agencies, and legal entities. (Sinambela, 2010) states that to achieve public satisfaction, it is necessary to have quality services that are reflected in one transparency, namely services that are open, easy and accessible to all parties who need them and are provided adequately and are easy to understand. Second, accountability, namely services that can be accounted for. In accordance with the provisions of applicable laws and regulations, the third is conditional, namely services that are in accordance with the conditions and capabilities of service providers and recipients while adhering to the principles of efficiency and effectiveness, the fourth is participatory, namely services that can encourage community participation in the implementation of public services by taking into account the aspirations, needs and expectations of the community, the fifth is equal rights, namely services that do not discriminate in any way, especially ethnicity, race, religion, class, social status, the sixth is the balance of rights and obligations, namely services that consider aspects of welfare. justice between providers and recipients of public services. To determine the implementation of information disclosure in health services at the Sape Community Health Center, it can be seen from six indicators, namely transparency, accountability, conditional, participatory, equality of rights, and balance of rights and obligations and supporting and inhibiting factors for the implementation of information disclosure in health services at the Sape Community Health Center.

**Table 2.** Employee Data Based on Number and Educational Qualifications

| NO | Type of Facilities / Infrastructure | JLH | Condition |               |               | Ket |
|----|-------------------------------------|-----|-----------|---------------|---------------|-----|
|    |                                     |     | good      | Light Damaged | Heavy Damaged |     |
| I  | HEALTH FACILITIES                   |     |           |               |               |     |
|    | 1. Puskesmas Pembantu               | 7   | 2         | 2             | 3             |     |
|    | 2. Poliindes/Poskesdes              | 19  | 8         | 7             | 5             |     |
|    | 3. Doctor's office house            | 2   | 0         | 0             | 2             |     |
|    | 4. Nurse's office house             | 1   | 0         | 1             | 0             |     |
|    | 5. Midwife's Office House           | 1   | 0         | 1             | 0             |     |
|    | 6. Laboratory Service House         | 1   | 1         | 0             | 0             |     |
|    | 7. Ambulance                        | 3   | 2         | 0             | 1             |     |
|    | 8. Motorcycle                       |     |           |               |               |     |
| II | SUPPORTING FACILITIES               |     |           |               |               |     |
|    | 1. Computer                         | 15  | 15        | 0             | 0             |     |
|    | 2. Laptop                           | 5   | 5         | 0             | 0             |     |
|    | 3. Refrigerator                     | 19  | 4         | 0             | 15            |     |
|    | Large/small                         | 4   | 2         | 0             | 2             |     |
|    | 4. TV                               | 2   | 1         | 1             | 0             |     |
|    | 5. Sofa                             | 8   | 8         | 0             | 0             |     |
|    | 6. Glass Cupboard                   | 70  | 70        | 0             | 0             |     |
|    | 7. Table                            | 2   | 2         | 0             | 0             |     |
|    | 8. Vaccine fridge                   | 70  | 60        | 0             | 10            |     |
|    | 9. Chair                            | 6   | 2         | 0             | 4             |     |
|    | 10. Wheelchair                      | 29  | 22        | 0             | 7             |     |
|    | 11. Swivel Chair                    | 7   | 3         | 0             | 4             |     |
|    | 12. Electric Sterilizer             | 20  | 3         | 0             | 17            |     |
|    | 13. AIR CONDITIONER                 | 1   | 1         | 0             | 0             |     |
|    | 14. WWTP                            | 6   | 6         | 0             | 0             |     |
|    | 15. Fire Extinguisher               | 81  | 79        | 0             | 2             |     |
|    | 16. Patient bed                     | 6   | 2         | 0             | 4             |     |



| NO | Type of Facilities / Infrastructure | JLH | Condition |               |               | Ket |
|----|-------------------------------------|-----|-----------|---------------|---------------|-----|
|    |                                     |     | good      | Light Damaged | Heavy Damaged |     |
|    | 17. Incubator                       | 8   | 8         | 0             | 0             |     |
|    | 18. Waiting chair                   | 2   | 2         | 0             | 0             |     |
|    | 19. ECG                             | 3   | 2         | 0             | 1             |     |
|    | 20. Projector                       | 3   | 3         | 0             | 0             |     |
|    | 21. Medicine cabinet                | 2   | 1         | 1             | 0             |     |
|    | 22. Operating Table                 | 2   | 2         | 0             | 0             |     |

Source: Sape Health Center data for 2023

Implementation of information disclosure in health services at the Sape Health Center Transparency means the openness of information from the Sape Health Center to patients or families of patients seeking treatment at the Sape Health Center. The application of this transparency indicator is very necessary in every service activity carried out by the Sape Health Center, because the service is carried out with transparency, so that people who are patients at the Sape Health Center can easily get information that patients need. Because everything in various information we really need to know, because information disclosure is very necessary so that we can do it easily and easily know the terms and conditions to facilitate everything. Because if this is not well known, then patients who get services at the Sape Health Center will have no difficulty knowing all the information about the implementation, rules and procedures for services at the Sape Health Center. Transparency of Information Transparency of health services at the Sape Health Center is good in providing information. Puskesmas Sape is good at providing information, this is indicated by providing information that is easily understood by patients where Puskesmas Sape is open regarding medical fees, free BPJS, service processes and the latest news at Puskesmas Sape. published on Facebook social media, mass media, print media and socialization in the community.



**Figure 1.** information board of puskesmas Sape

Accountability is a sense of full responsibility of the Sape Health Center to the community or patients who seek treatment at the Sape Health Center. According to Halawa 2020 in (Santi et al., 2023), every health worker in a service unit should have a friendly, polite, attentive attitude and uphold the professionalism of their work and have a high sense of responsibility for their work and workplace. In the event of negligence on the part of the Puskesmas, the Sape Health Center is obliged to take responsibility in accordance with the laws and regulations that have been determined. The application of this accountability indicator is very necessary in every service activity carried out by the Sape Health Center, because if the service can be carried out properly, responsibly, it can provide certainty and comfort to patients or people who seek treatment at the Sape Health Center. Puskesmas, then people who will become patients at the Puskesmas can thus feel a sense of comfort during treatment at the Sape Health Center. Because if this indicator is not implemented properly, it will have a broad impact on the situation and condition of patients or the community who seek

treatment at the Sape Health Center, because this can cause the community or patients to be reluctant to seek treatment and will look for another health center that is better than the Sape Health Center. And if this happens, it will have a broad impact on the development and progress of the Sape Health Center in achieving the vision and mission set by the Sape Health Center. The accountability of Puskesmas Sape's health services in this case can be seen from the speed and responsiveness of employees in handling patients, polite and friendly and also related to the Puskesmas Sape room facilities which are equipped with air conditioning, enough chairs so that patients and visitors feel comfortable when in the environment. Sape Health Center.

Puskesmas to provide services in accordance with the conditions and circumstances of patients visiting the Sape Puskesmas. The application of this indicator is very necessary in every service activity carried out by the Sape Health Center because if the service is carried out properly, the people who are patients at the Sape Health Center can feel comfortable when visiting and receiving treatment at the Sape Health Center. In the implementation of services, in this conditional indicator there is an activity or action carried out by Puskesmas Sape employees, by seeing and observing the situation and conditions of the needs of the community or patients, so they can take the necessary actions when these conditions arise. Conditionally, health services at Puskesmas Sape are quite good, seen from the situation of the registration room which is very comfortable and orderly. The availability of parking lots is sufficient to provide comfort for patients or the visiting public. Parking lots are available at several points of Puskesmas Sape, although on the other hand the main parking lot of Puskesmas Sape is still in the process of renovation and repair so for the time being there are still some patients and visitors. Vehicles are parked in front of the Puskesmas Sape yard. The community also hopes that the main parking lot will be completed quickly so that patient and visitor vehicles can be organized properly and there is also illegal parking in the Sape Puskesmas area so that some people or patients feel uncomfortable with the illegal parking.

Participatory where Puskesmas Sape must further encourage community participation in providing services that must prioritize the aspirations of the community as patients of Puskesmas Sape must be in accordance with the needs and expectations of the community or patients. The application of this participatory indicator is very necessary in every service activity carried out at the Sape Health Center, because if the implementation of these services can be carried out as well as possible, the people who are patients at the Sape Health Center can feel comfortable while undergoing treatment at the Sape Health Center. Puskesmas Sape in the implementation of services, in this case the Participatory indicator is an action that must be carried out as well as possible by every element in the Puskesmas Sape environment, this relates to the active role of each element in providing services. every service delivery to patients of Puskesmas Sape must be in accordance with the expertise of each employee. Participation in the health services of Puskesmas Sape can be seen from the fast response that is quite responsive in dealing with patients or the community who seek treatment and visit Puskesmas Sape, the officers are very responsive when patients in an emergency come to the Puskesmas, including patients who want to check themselves, mothers who want to give birth, install IVs, etc.

Equality of rights means that in providing services at the Sape Health Center there is no discrimination against the community or patients, even though they are of different ethnicities, races, groups and religions. So the Puskesmas must provide the same services according to the needs of the community or patients. The application of indicators in equal rights is very necessary in every service activity carried out by the Sape Health Center, because if the service is carried out properly, the community who are patients at the Sape Health Center can feel the services that are not discriminated against in terms of patient care. In the provision of services in this case the Equality of Rights indicator there is an action that must be carried out properly by every element in the Sape Health Center environment, this relates to the actions of the Sape Health Center apparatus in terms of dealing with patients, do not let the unprofessionalism of the Sape Health Center apparatus in this regard. Equal rights for the parties at Puskesmas Sape, there is no element of differentiation from one another, both from patients of different beliefs, ethnicity, race, culture, they treat all patients and the community who seek treatment or visitors to Puskesmas Sape. Puskesmas Sape is also the same.

The balance of rights and obligations between the Puskesmas and the patient must be able to consider the rights and obligations of each in providing services and receiving services at the Puskesmas. In this indicator of the balance of rights and obligations, the researcher wants to know the extent to which the Sape Health Center carries out this function, to determine the extent to which the patient's rights are in accordance with the obligations that have been fulfilled by the Sape Health Center. patient. Whether the Puskesmas has fulfilled its rights and obligations well, or vice versa, because if the Puskesmas still does not carry out the function of balancing rights and obligations well

then this will have an impact on the willingness or desire of the community. If that happens, the Sape Health Center will be increasingly abandoned by its patients because of the community's reluctance to seek treatment at the Sape Health Center. The balance of rights and obligations of health services at the Puskesmas is very good, the building and room facilities are clean and comfortable and the drug facilities provided to patients are of sufficient quality, although when the Puskesmas is short of stock, the puskesmas immediately directs the patient's family to buy it outside the pharmacy.

### **Supporting and Inhibiting Factors Implementation of Information Disclosure in Health Services at the Sape Health Center**

Supporting and inhibiting factors for information disclosure in health services at the Sape Health Center, Bima Regency. In terms of support, the Sape Health Center area is very strategic, right in the middle of the Sape District area. The room facilities are complete with chairs available, the room is quite spacious and the officer guarding the registration room is a security guard at the Sape Puskesmas registration room who directly provides direction and information to patients seeking treatment at the Sape Puskesmas. Then the inhibiting aspects are that patients do not bring documents when coming for treatment at the Puskesmas, employee training is not routine and when employees do not come on time to the Sape Puskesmas, it slows down service delivery.

### **Conclusions**

The author will present conclusions and suggestions that can help contribute thoughts to improve public information disclosure in health services at the Puskesmas of Sape District, Bima Regency. Transparency of health services at the Puskesmas is open or transparency in providing information on social media, mass media, print media and socialization. Sape Health Center services are good, in this case seen from the speed and responsiveness of officers in handling patients, polite, courteous and friendly. With the condition that there is a parking lot at Puskesmas Sape by using a temporary parking lot while waiting for the main parking lot to be renovated. Participation shows that the responsiveness of Puskesmas Sape employees is quite responsive in handling patients or people who seek treatment and visit Puskesmas Sape. Equality of rights from the aspect of equal rights of the parties at the Sape Health Center does not have an element of differentiation from one another, whether from patients of different beliefs, ethnicity, race or culture, they treat all patients and the community equally. Balance of rights and obligations This means that from the aspect of balance of rights and obligations, the Sape Health Center is good enough in providing comfortable and clean buildings and rooms as well as quality drug facilities provided to its patients.

Supporting factors for public information disclosure in health services at the Puskesmas provide free counter services and free treatment to BPJS patients. The facilities and rooms at Puskesmas Sape are very good and comfortable. Factors inhibiting public information disclosure in health services at the Sape Health Center are the lack of routine training for Puskesmas employees. Sape, Delay in officers or employees of Puskesmas Sape arriving on time to maintain registration of patients seeking treatment, Lack of awareness of people who do not bring identity cards when seeking treatment, The official website of Puskesmas Sape is still damaged.

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