# Improving the Quality of Health Services at Puskesmas in the Perspective of Law Number 17 of 2023 About Health

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## Abstract

Puskesmas is a first-level health service facility that has an important role in providing quality, safe, equitable, and affordable health services for the community. However, in its implementation, various problems are still found, including limited servi ce quality, lack of health workers, inadequate facilities and infrastructure, and obstacles to public access to health services. This condition shows the need to improve the quality of health services at Puskesmas as part of efforts to realize national healt h development based on Law Number 17 of 2023 concerning Health.This research aims to analyze legal arrangements and efforts to improve the quality of health services at Puskesmas based on Law Number 17 of 2023 concerning Health. The research method used is normative juridical research with a statutory approach and a conceptual approach. This research is carried out through a study of laws and regulations and various legal concepts related to the implementation of health services at Puskesmas . The results of the study show that improving the quality of health services at health centers needs to be implemented through the application of the principles of safe, effective, quality, patient - oriented services, and supported by the availability of c ompetent health workers and adequate infrastructure. However, its implementation still faces obstacles in the form of limited human resources, service facilities, and equitable access to health. Therefore, it is necessary to strengthen supervision, improve the competence of health workers, fulfill health facilities, and optimize the implementation of services in accordance with the provisions of Law Number 17 of 2023 concerning Health.

**Keywords** : Quality of Health Services, Health Centers, Health Services, Law Number 17 of 2023.

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## Introduction

Health is one of the basic rights of every community that must be guaranteed by the state through the provision of quality, safe, affordable, and health services in accordance with the needs of the community. The right to health is not only related to obtaining treatment when experiencing illness, but also includes the right to obtain information, disease prevention, health maintenance, and health services that meet standards. Law Number 17 of 2023 concerning Health expressly states that everyone has the right to safe, quality, and affordable health services to realize the highest degree of health. Therefore, the government has a responsibility to ensure the availability of a health service system that is able to fulfill the rights of the community fairly and equitably. Puskesmas is one of the health service facilities that has a strategic role in providing health services to the community because it is at the level of primary health services and is in direct contact with the community in its work area. Puskesmas not only provide individual health services, but also carry out various public health efforts by prioritizing promotive and preventive activities. The existence of Puskesmas is important because people can obtain basic health services more closely and easily accessible. Literature on Puskesmas also shows that the quality of services, access, distance, management, and ability of Puskesmas to meet the needs of the community are factors that affect the use of health services. The quality of health services is one of the important aspects in the implementation of services at Puskesmas because it is directly related to patient safety, service effectiveness, community satisfaction, and the fulfillment of patients' rights to obtain proper health services. Quality service is not only determined by the ability of health workers, but also by the availability of facilities and infrastructure, service systems, operational standards, communication with patients, as well as the process of evaluation and quality improvement on an ongoing basis. Puspitasari, Marsepa, and Haeriyah explained that the quality of health services at Puskesmas is related to the ability to provide effective and efficient services and meet the expectations and satisfaction of patients and the community. Thus, improving the quality of Puskesmas services is an important part of realizing health services in accordance with the rights of the community as affirmed in Law Number 17 of 2023 concerning Health. The enactment of Law Number 17 of 2023 concerning Health provides a more comprehensive legal framework in the implementation of health in Indonesia, including in strengthening primary health services. The law regulates various aspects of health administration, ranging from rights and obligations, government responsibilities, health efforts, health service facilities, health human resources, health technology, health information systems, to health funding and supervision. In the context of primary health ser vices, the central government, local governments, and village governments have responsibility for the implementation and development of primary health services. Primary health services are also directed to be services that are close to the community and are organized in an integrated manner to meet the health needs of the community in every phase of life. Although the legal framework for the implementation of health services has been strengthened, improving the quality of services at health centers in practice still faces various obstacles. These obstacles include related to the limitations of health human resources, facilities and infrastructure, financing, public access, and the use of technology in health services. Research on the quality of services at health centers shows that the quality of services is related to the ability of health workers, the availability

of facilities, the speed and accuracy of services, and the ability of health centers to meet community expectations. Other research on the quality improvement strategy of health centers also shows that limited human resources and facilities can be an obstacle to providing optimal services. Therefore, improving the quality of services requires not only regulations, but also support for resources, service management, infrastructure, and quality evaluation on an ongoing basis. Based on these condition s, it is necessary to conduct a study on improving the quality of health services at Puskesmas from the perspective of Law Number 17 of 2023 concerning Health. This study is important to find out the extent to which legal provisions regarding primary health services and service quality can be the basis for improving the quality of Puskesmas services to the community. In addition, this research is needed to identify various obstacles that can hinder the improvement of service quality and formulate efforts that can be made to overcome them. Improving the quality of Puskesmas services is ultimately not only related to the fulfillment of service standards, but also with the ability of Puskesmas to provide services that are safe, effective, quality, efficient, accessible, and oriented to the needs of the community. The Health Se rvice Quality Book at Puskesmas also emphasizes the importance of continuously improving the quality of services so that services become more effective and efficient and able to provide satisfaction to patients and the community.

### 1.1 Problem Formulation

1. How is the quality of health services regulated by Puskesmas based on Law Number 17 of 2023 concerning Health?

2. What are the efforts to improve the quality of health services at health centers in the perspective of Law Number 17 of 2023?

3. What are the obstacles in improving the quality of health services at health centers?

### 1.2 Research Objectives

This study aims to analyze the legal regulations regarding the quality of health services at Puskesmas based on Law Number 17 of 2023 concerning Health, as well as examine various efforts that can be made to improve the quality of health services in accordance with the service standards that have been set. In addition, this study aims to identify various obstacles faced in improving the quality of health services at Puskesmas, both related to the limitations of health workers, facilities and infrastructure, service systems, and community access, so that improvement steps can be formulated to realize quality, safe, effective, and equitable health services for the community.

### 1.3 Research Benefits

This study aims to analyze the legal regulations regarding the quality of health services at Puskesmas based on Law Number 17 of 2023 concerning Health, as well as examine various efforts that can be made to improve the quality of health services in accordance with the service

standards that have been set. In addition, this study aims to identify various o bstacles faced in improving the quality of health services at Puskesmas, both related to the limitations of health workers, facilities and infrastructure, service systems, and community access, so that improvement steps can be formulated to realize quality, safe, effective, and equitable health services for the community.

## Literature Review

### 2.1 Health Service Concept

Health services are all forms of activities or efforts organized by individuals and health organizations to maintain and improve public health, prevent the onset of diseases, provide treatment, and restore the health conditions of individuals and community groups. According to Azrul Azwar, health services are efforts carried out individually or together in an organization to maintain and improve health, prevent and cure diseases, and restore the health of individuals, families, groups, and communities. The main goal of health services is to improve the degree of public health optimally through the provision of quality, effective, efficient, safe, and affordable services. In its implementation, health services have several types, namely promotive health servi ces (health improvement), preventive (disease prevention), curative (treatment), rehabilitative (health recovery), and palliative (reducing suffering due to illness). The implementation of health services must be guided by principles that ensure the fulfillment of the needs and rights of the community in obtaining health services. These principles include equitable distribution of services, justice, affordability, patie nt safety, professionalism of health workers, effectiveness, and respect for human rights and dignity. In addition, health services also need to apply a patient -centered care approach, namely services that are oriented to the needs, safety, comfort, and interests of patients. The application of these principles is an important basis for health service facilities, including health centers, in providing quality and sustainable services. Thus, the quality of health services is not only determined by the availability of health facilities and workers, but also by the ability of service providers to provide services in accordance with professional standards and community needs.

From a legal perspective, the public's right to obtain health services has been guaranteed through Law Number 17 of 2023 concerning Health. Article 4 paragraph (1) emphasizes that everyone has the right to safe, quality, and affordable health services, rec eive treatment according to health service standards, get access to health resources, and obtain information and protection for their personal health data.[4] This provision shows that health services are basic rights of the community that must be fulfilled by the government and health service facility operators. Therefore, Puskesmas as a first-level health service facility has the responsibility to provide services that are fair, quality, easily accessible, and in accordance with the provisions of laws and regulations. The fulfillment of these rights is expected to increase public trust while realizing an optimal degree of public health.

### 2.2 Puskesmas as Health Service Facilities

Community Health Centers (Puskesmas) are first-level health service facilities that have a strategic role in providing health services to the community in their work areas. Based on Article 1 number 2 of the Regulation of the Minister of Health of the Repu blic of Indonesia Number 19 of 2024 concerning the Implementation of Community Health Centers, Puskesmas is a first -level health service facility that organizes and coordinates promotive, preventive, curative, rehabilitative, and/or palliative health services. Institutionally, Puskesmas is positioned as a functional organizational unit and a service unit tha t works professionally and is a technical implementation unit under and responsible to the head of the district/city regional health office. Puskesmas has the main task of organizing and coordinating health services by prioritizing promotive and preventive efforts. In addition, the Puskesmas has the function of providing primary health services, carrying out public health coaching, monitoring health problems, and coordinating health service networks in their work areas. In carrying out its duties and functions, the Puskesmas organizes two forms of health efforts, namely Individual Health Efforts (UKP) and Public Health Efforts (UKM). The types of services provided include maternal and child health services, adult and elderly health, infectious disease control, environmental h ealth, nutritional services, health checkups, treatment, emergency services, and other health services in accordance with applicable capabilities and regulations. The implementation of these services is carried out through a primary health service approach that places the Puskesmas as the first contact of the community in obtaining health services that are easily accessible, sustainable, integrated, and oriented to the needs of the community. Therefore, the Puskesmas not only functions as a place for treatment, but also as a center for disease prevention, health improvement, community empowerment, and coordination of referrals to advanced health service facilities. Thus, the existence of the Puskesmas is an important part in realizing the equitable distribution of health services and improving the overall health of the community.

### 2.3 Quality of Health Services

The quality of health services is the level of service perfection provided by health facilities to the community in accordance with service standards, scientific and technological developments, and patient needs. Quality health services are not only assessed from the success of medical measures, but also from the ability of health facilities to provide services that are safe, effective, efficient, timely, accessible, and oriented to patient needs. According to Donabedian, the assessment of health service quality can be carried out through three main components, namely structure (input), process (process), and outcome (outcome). Structure is related to the availability of health workers, facilities and infrastructure, and supporting facilities; process is related to the implementation of health service s; while results are related to changes in health conditions and patient satisfaction levels. In the context of Indonesian law, the quality of health services is also regulated in the Regulation of the Minister of Health Number 30 of 2022 concerning the National Indicator of Health Service Quality, which serves as a guideline for measuring and evaluating the achievement of service quality in health facilities. The health service quality indicator is a measure used to determine the extent to which health services have met the set standards. These indicators include aspects of patient safety, service effectiveness, resource use efficiency, punctuality,

community satisfaction, and ease of access to health services. Patient safety is one of the main elements of service quality because it aims to prevent medical errors, injuries, infections, and other risks that can endanger patients while receiving services. Meanwhil e, community satisfaction is an overview of service users' assessment of the suitability between the services received and their expectations and needs. Effective service means being able to provide health results according to scientific goals and standards, while efficient service means being able to make optimal use of energy, time, facilities, medicines, and other resources without waste. In addition to safety and satisfaction aspects, accessibility is also an important part in determining the quality of health services. Accessibility refers to the ease of the community in obtaining health services, both in terms of geographical distance, c ost, availability of health workers, service time, and ease of administrative procedures. Quality health services must be provided fairly regardless of social, economic, religious, ethnic, or residential backgrounds. In the implementation of health services at health centers, all of these indicators need to be applied through improving the competence of health workers, fulfilling facilities and infrastructure, monitoring service standards, and evaluating community satisfaction on an ongoing basis. Thus, improving the quality of health services is not only the responsibility of health workers, but also the obligation of the government and health service facility managers in ensuring the fulfillment of the community's right to obtain safe, quality, effective, efficient, and affordable health services.

### 2.4 Service Quality in the Perspective of Law Number 17 of 2023

Law Number 17 of 2023 concerning Health provides a strong legal basis for the implementation of quality, safe, and affordable health services for the entire community. Based on Article 4 paragraph (1), everyone has the right to receive safe, quality, and affordable health services in order to realize the highest degree of health. The fulfillment of these rights is the responsibility of the central government and local governments as stipulated in Article 11 and Article 12, especially in ensuring the availab ility and access to health service facilities, improving the quality and competence of medical personnel and health workers, and providing protection to patients. Thus, the government has an obligation to ensure that the implementation of health services is not only available physically, but also meets quality, equity, and community needs. In the implementation of health services, health service facilities have an important role in providing services in accordance with professional standards, service standards, and the provisions of laws and regulations. Puskesmas as a first -level health service facility has a strategic position in providing health services to the community through promotive, preventive, curative, rehabilitative, and palliative activities. In addition, medical personnel and health workers are responsible for providing services professionally by prioritizing the interests and safety of patients. Provisions regarding the rights and obligations of medical personnel, health workers, and patients are regulated in Articles 273 to 278 of Law Number 17 of 2 023. In particular, Article 303 emphasizes that every medical personnel and health workers are obliged to carry out quality control and cost control and pay attention to patient safety in providing health services. These provisions show that improving the quality of service is a shared responsibility between health workers and health service facility managers. Furthermore, Law Number 17 of 2023 places primary health services as

an important part of the development of the national health system. Article 26 stipulates that health services are provided through primary health services and advanced health services, w hile Articles 30 and 31 affirm the responsibility of the central government, local governments, and village governments in the implementation and development of primary health services. Primary health services are the services that are closest to the community and are the first contact in obtaining health services, which are carried out in an integrated manner through individual and community health efforts. Therefore, Puskesmas are required to improve the quality of services through the fulfillment of competent health workers, the availability of facilities and infrastructure, the implementation of patient safety standards, and continuous quality supervision and evaluat ion. The implementation of these provisions is expected to be able to realize quality, equitable, effective, safe, and community-oriented health services.

## Research Methodology

This research uses a type of normative juridical research, with a statute approach and a conceptual approach. Legal materials consist of primary legal materials in the form of the 1945 Constitution of the Republic of Indonesia, Law Number 17 of 2023 concer ning Health, Government Regulation Number 28 of 2024, and regulations related to Puskesmas ; secondary legal materials in the form of books, scientific journals, scientific articles, and expert opinions; and tertiary legal materials in the form of legal dictionaries and encyclopedias. The collection of legal materials is carried out through libr ary research, while analysis is carried out descriptive-analytical to examine the regulation and improvement of the quality of health services at Puskesmas based on applicable legal provisions..

## Results and Discussion

### 4.1 Regulating the Quality of Health Services at Puskesmas Based on Law Number 17 of

2023 Puskesmas have a strategic position in the national health service system as a first-level health service facility that spearheads the implementation of health services for the community. Based on Law Number 17 of 2023 concerning Health, the implementation of health services is carried out through primary health services and advanced health services. In this case, Puskesmas plays a role as an provider of primary health services that prioritize promotive and preventive activities, without neglecting curative, rehabilitative, and palliative services. This position is strengthened through the Regulation of the Minister of Health Number 19 of 2024 concerning the Implementation of Community Health Centers, which emphasizes that Puskesmas is a first -level health service facility that organizes and coordinates various forms of health services in its work area. Thus, the Puskesmas not only functions as a place for treatment, but also as a center for health improvement, disease prevention, community empowerment, and coordination of health services on an ongoing basis. Regulating the quality of health services at Puskesmas is also closely related to the fulfillment of the community's right to obtain safe, quality, and affordable health services as affirmed in Article 4 paragraph (1) of Law Number 17 of 2023. The fulfillment of these rights is the responsibility of the central government and local governments through the provision

of health service facilities, the fulfillment of the needs of medical personnel and health workers, the improvement of human resource competence, and the guidance and supervision of the implementation of health services. In addition, health service facilities are obliged to provide services in accordance with professional standards, service standards, and the provisions of laws and regulations. Medical personnel and health workers also have an import ant role in ensuring the quality of service through the professional implementation of duties, the implementation of practice standards, and the fulfillment of patient rights. This is in line with Article 303 of Law Number 17 of 2023 which requires medical personnel and health workers to carry out quality control and cost control and pay attention to patient safety in providing health services. Furthermore, improving the quality of health services at Puskesmas must be carried out through the implementation of service standards, supervision, evaluation, and strengthening the patient safety system on an ongoing basis. In this case, patient safety i s the main element that must be considered to prevent service errors, medical risks, and incidents that can harm patients. Further arrangements regarding the improvement of the quality of Puskesmas are listed in Article 48 of the Regulation of the Minister of Health Number 19 of 2024, which requires each Puskesmas to carry out internal and external health service quality improvement on a continuous and continuous basis. Internal quality improvement is carried out through measuring and reporting quality indicators, reporting patient safety incidents, and risk management, while external quality improvement is carried out through licensing, registration, and accreditation. Therefore, health service quality regulation based on Law Number 17 of 2023 needs to be implemented consistently by the government, Puskesmas managers, and health workers in order to realize quality, safe, effective, equitable, and community-oriented primary health services.

### 4.2 Efforts to Improve the Quality of Health Services at Health Centers

Improving the quality of health services at health centers needs to begin with increasing the competence of medical personnel and health workers as human resources who have a major role in the implementation of health services. These efforts can be made th rough improving education, technical training, professional skill development, competency certification, and continuous coaching in accordance with the development of health science and technology. In addition to improving competence, local governments also need to pay attention to the equitable distribution and distribution of health workers so that each health center has adequate human resources according to the needs of its work area. Health workers who are professional, competent, and have good communication skills are expected to be able to provide services in accordance with professional standards, service standards, and community needs. Thus, improving the quality of human resources is one of the important factors in realizing safe, effective, and qua lity health services as mandated in Law Number 17 of 2023 concerning Health. In addition to increasing human resources, efforts to improve the quality of health center services must also be supported by the availability of adequate health facilities and infrastructure. These facilities include examination rooms, action rooms, medic al equipment, the availability of medicines, laboratories, sanitation facilities, and other supporting facilities needed in the implementation of health services. The central government and local governments need to ensure that health facilities are availa ble

evenly, function properly, and meet the standards that have been set. In addition, improving the quality of services also needs to be done through simplifying administrative procedures, reducing patient waiting times, accuracy of medical procedures, im plementing standard operating procedures, and strengthening patient safety. Fast, precise, safe, effective, and efficient services will increase public trust in the Puskesmas while supporting the achievement of optimal public health degrees. The next effort is to strengthen promotive and preventive services so that Puskesmas is not only oriented to patient treatment, but also plays an active role in increasing public awareness and ability to maintain their health. Promotive services can be carried out through health counseling, education on clean and healthy lifestyles, impro ving community nutrition, and empowering families in maintaining health. Meanwhile, preventive services can be carried out through immunization, periodic health checks, early detection of diseases, control of risk factors, and monitoring of public health. In its implementation, the use of information technology also needs to be developed to support digital patient registration, the use of electronic medical records, health data management, health information delivery, and improved coordination of services a nd referrals. The use of this technology is expected to be able to increase the speed, accuracy, transparency, and efficiency of health service delivery at health centers. Furthermore, improving the quality of health services needs to be directed at increasing community satisfaction as users of health center services. Community satisfaction can be realized through good communication between health workers and patients, the p rovision of clear medical information, a friendly and professional service attitude, respect for patients'rights, and the provision of services without discrimination. Puskesmas also needs to provide a complaint mechanism and handle public complaints as a means of evaluating shortcomings in the implementation of health services. The results of complaints and community satisfaction assessments can be used as a basis for improving service procedures, impro ving the performance of health workers, and developing quality improvement policies in a sustainable manner. Thus, the success of improving the quality of health center services is not only determined by the completeness of facilities and the ability of he alth workers, but also by the ability of service providers to meet the expectations, needs, and rights of the community to obtain quality, safe, accessible, and affordable health services.

### 4.3 Obstacles in Improving the Quality of Health Center Services

Improving the quality of health services at health centers still faces various obstacles, especially related to the limited number and distribution of health workers. Not all health centers have medical personnel and health workers who are in accordance wi th service needs, both doctors, dentists, nurses, midwives, pharmacy workers, nutritionists, and other health workers. The uneven distribution of health workers also causes some areas, especially remote and hard-to-reach areas, to experience a shortage of health human resources. These conditions have an impact on the increasing workload of health workers, the length of patient waiting times, and the lack of optimal implementation of health services. In addition, the limitation of facilities and infrastructu re, such as medical equipment, examination rooms, laboratory facilities, the availability of medicines, and other supporting facilities, is also an obstacle in providing quality services. These problems show that the availability of human resources and health facilities is an important factor that must be

considered in improving the quality of health centers' services. Other obstacles are related to budget limitations and the high number of patient visits that are not always balanced by the availability of adequate service resources. Limited financing can affect the procurement of medical equipment, facility maintenance, provision of medicines, and the implementation of health service quality improvement programs. The high number of patient visits can also lead to long queues, increased workload of health workers, and reduced service time that can be provided to each patient. In addition, the accessibility of health services is still a challenge for people living in remote areas, borders, and areas with difficult geographical conditions. Distance to health centers, transportation limitations, road infrastructure conditions , and the economic ability of the community can affect the ease of obtaining health services. Therefore, adequate budget support, equitable distribution of health facilities, and service policies that take into account geographical conditions and community needs in each region are needed. Furthermore, improving the quality of health center services also faces obstacles in the use of information technology, public understanding, and coordination between health service facilities. Limited internet networks, lack of ability of health workers to operate digital systems, unintegrated health service applications, and limited technological facilities can hinder the implementation of electronic registration, electronic medical records, and health data management. In addition, there are still people who have limited knowledge about the importance of health checkups, disease prevention, the use of promotive and preventive services, as well as health service and referral procedures. These problems can be exacerbated if coordination between health centers, clinics, hospitals, and other health service facilities has not run optimally, especially in the exchange of medical information and patient referral processes. Thus, it is necessary to strengthen digital infrastruct ure, increase public health literacy, simplify information systems, and coordinate and integrate health services on an ongoing basis so that these various obstacles can be overcome and the quality of health care services is improved.

### 4.4 Strategy to Improve the Quality of Health Care Services

Improving the quality of health services at health centers requires a planned, integrated, and sustainable strategy through strengthening regulations as the main foundation for the implementation of health services. Strengthening regulations is carried out by optimizing the implementation of Law Number 17 of 2023 concerning Health and its implementing regulations, especially the Regulation of the Minister of Health Number 19 of 2024 concerning the Implementation of Community Health Centers. These regulation s need to be supported by the supervision and guidance of local governments so that the implementation of health center services runs according to the standards that have been set. Furthermore, increasing health human resources needs to be a priority throu gh equitable distribution of the number of health workers, increasing education, training, developing competencies, and fostering the professionalism of medical personnel and health workers. With strong regulations and competent human resources, health cen ters are expected to be able to provide quality, professional, and professional health services in accordance with the needs of the community. The next strategy is to increase the availability and quality of health facilities and infrastructure, including medical equipment, medicines, laboratory

facilities, examination rooms, and other supporting infrastructure. The fulfillment of these facilitie s must be adjusted to the needs of the community and the characteristics of the work area of each Health Center. In addition, the digitalization of health services needs to be developed through the implementation of electronic registration, electronic medi cal records, health information systems, and the integration of service data to increase the speed, accuracy, and efficiency of service delivery. The use of information technology can also assist Puskesmas in recording, reporting, monitoring public health conditions, and making decisions based on data. In addition, the application of patient safety principles must be strengthened through the prevention of service risks, reporting of patient safety incidents, the implementation of standard operating procedures, and improving the safety culture in the Puskesmas environment. Furthermore, all of these quality improvement strategies must be supported by a monitoring and evaluation system that is carried out periodically and continuously. Supervision can be carried out by the local government through the health office, while inte rnal evaluation is carried out by the management of the Health Center through quality indicator measurement, performance assessment of health workers, evaluation of community satisfaction, reporting of patient safety incidents, and risk management. In addi tion, the accreditation of the Health Center needs to be used as one of the instruments to assess the suitability of the provision of services with the quality standards that have been set. Based on Article 48 of the Minister of Health Regulation Number 19 of 2024, each Health Center is obliged to carry out internal and external health service quality improvement on a continuous and continuous basis. Thus, strengthening regulations, improving the competence of human resources, fulfilling facilities and infrastructure, digitizing services, strengthening patient safety, and quality supervision and evaluation are a series of interrelated strategies in realizing safe, effective, efficient, equitable, and quality health services for the entire community.

## Conclusion

Based on the results of the discussion, it can be concluded that improving the quality of health services at health centers is an important part of realizing a quality, safe, equitable, and affordable health service system for the community. Law Number 17 of 2023 concerning Health has provided a legal basis for the implementation of quality health services through the fulfillment of community rights, government responsibilities, the obligations of health service facilities, and the role of medical personnel and health workers in providing services professionally. Puskesmas as a first-level health service facility has the responsibility to provide promotive, preventive, curative, rehabilitative, and palliative services by prioritizing patient safety and community needs. However, the implementation of improving the quality of health services at health centers still faces various obstacles, such as limited numbers and equitable distribution of health workers, inadequate facilities and infrastructure, budget limitations, hig h number of patient visits, and not yet optimal use of information technology and coordination between health facilities. Therefore, a strategy to improve quality is needed through strengthening regulations, increasing the competence of health workers, ful filling service facilities, digitizing the health system, strengthening patient safety, and monitoring and evaluation on an ongoing basis. With the implementation of this strategy, it is hoped that the Puskesmas will be able to improve the quality of health services and

realize services that are effective, efficient, professional, and oriented to the interests and satisfaction of the community in accordance with the provisions of laws and regulations.

## Suggestions

Based on the results of the research, it is recommended that the central government and local governments increase their commitment to the implementation of health services at health centers through strengthening regulations, equitable distribution of medi cal personnel and health workers, improving the competence of human resources, and fulfilling adequate health facilities and infrastructure. In addition, each health center needs to optimize the use of information technology, implement patient safety standards, improve promotive and preventive services, and conduct periodic service quality evaluations. It is also necessary to strengthen supervision, coordination between health service facilities, and community involvement in providing assessments and complaints about the services received. Thus, the implementation of Law Number 17 of 2023 concerning Health can run optimally so that quality, safe, equitable, effective, and community-oriented health services are realized.

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