



HEALTH SERVICE EVALUATION REPORT (CLINIC)

TA 2024/2025



**LEMBAGA PENJAMINAN MUTU
UNIVERSITAS PGRI SEMARANG**

Melaju dengan Mutu

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FOREWORD BY THE

We give thanks to God Almighty for His blessings and abundant grace, which have enabled the completion of the Monitoring and Evaluation (Monev) of the Persatuan guru Republik Indonesia Semarang Clinic Services for the 2024/2025 Academic Year.

We would like to express our gratitude to the honourable 1) Chair of the YPLP PT PGRI Semarang; 2) Rector of the Persatuan guru Republik Indonesia Semarang; 3) As well as all relevant parties for the successful implementation of the Monitoring and Evaluation of the Persatuan guru Republik Indonesia Semarang Clinic Services for the 2024/2025 Academic Year, with all the facilities and support provided.

This Monitoring and Evaluation of Clinical Services is an effort to ensure quality by gathering information on clinical services provided to students, in line with the students' general interests, which forms part of the implementation of services within the four pillars of higher education towards the achievement of UPGRIS's vision and mission.

The UPGRIS Quality Assurance Agency hopes that the results of this monitoring and evaluation of clinical services can be used as input and consideration for the quality of higher education provision.

Furthermore, monitoring and evaluation of the Persatuan guru Republik Indonesia Semarang clinic services will continue in the coming period so that relevant parties can make improvements.



Quality Assurance Agency, Universitas PGRI
Semarang

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A. BAGKGROUND

National education development is an effort to foster rational thinking, shape the character and civilisation of the Indonesian nation to be intelligent and dignified. National education development aims to develop the potential of learners so that they become people who have faith and piety towards God Almighty, possess noble character, are healthy, knowledgeable, competent, creative, independent, and become democratic and responsible citizens. Educational development is vital for the nation's progress; therefore, higher education institutions must actively fulfil the functions and roles of education through their vision and mission. As a higher education institution dedicated to nurturing scholars, Universitas Persatuan Guru Republik Indonesia Semarang must be capable of bringing about positive change for the Indonesian nation.





The clinic is a facility established for the public good. The facility can be utilised by the entire academic community for personal development and the cultivation of professional and scientific character. The facility continuously explores its development in line with global advancements. It can provide well-being and benefits to those who use it, supporting intellectual and professional needs to ensure the smooth running of the teaching and learning process.



Given the importance of health service information at UPGRIS, the Quality Assurance Agency needs to conduct monitoring and evaluation of clinic services for the 2024/2025 Academic Year through a questionnaire, so that the results of this analysis can serve as input and a basis for review by the University, in this case the Universitas Persatuan Guru Republik Indonesia Semarang, particularly regarding public facilities that can provide comfort for the entire academic community.

B. IMPLEMENTATION OF MONITORING AND EVALUATION OF UPGRIS CLINICAL SERVICES

The implementation of this monitoring and evaluation involved various stages of activity, with the following results.

Table 1. Stages of the Monitoring and Evaluation of Clinical Services at the Universitas Persatuan Guru Republik Indonesia

Day/Date	Activity	Parties Involved	Results	Document
Tuesday, 5 February 2024	Finalisation of the questionnaire	LPM	Questionnaire	
1 to 12 April 2025	Completion of the clinic service questionnaire	LPM Staff	Completed questionnaire	
Tuesday, 13 April 2025	Processing of the clinic service monitoring and evaluation questionnaire	LPM	Data analysis	
Thursday, 17 April 2025	Draft report preparation	LPM	Draft report	

Day/date	Activity	Party Involved	Outcome	Document
Monday, 21 April 2025	Presentation of the draft report	LPM in FGD		
Friday, 25 April 2025	Preparation of the final report	LPM	Report	

C. INSTRUMENT MONITORING AND EVALUATION SERVICES UPGRIS CLINIC HEALTH SERVICE (CLINIC) SURVEY, UNIVERSITAS PGRI SEMARANG

Department/Programme:.....

Year/Semester:.....

Level : BSc/MSc*

Gender Male / Female

Date of Completion:

INSTRUCTIONS:

1. You are asked to complete the following questionnaire.
2. The purpose of this survey is to help UPGRIS evaluate your satisfaction with the services provided by the UPGRIS clinic.
3. Your responses will be used to help improve the quality of UPGRIS's clinical facility services.
4. This questionnaire is anonymous; you do not need to provide your name.
5. Tick the box (√) next to the correct answer:
 1. Not very good
 2. Fairly Good
 3. Good
 4. Very Good

No	STATEMENT	ANSWER			
		1	2	3	4
A. Staff Service					
1.	Staff friendliness.				
2.	Speed of clinic service.				
3.	Staff are knowledgeable about the necessary information.				
4.	Consistency of staff in providing service.				
5.	Timeliness of service.				
6.	Staff professionalism in providing service				
B. Facilities					
1.	Completeness of the clinic's facilities and infrastructure.				
2.	Availability of necessary medicines.				
3.	Sufficiency of required medicines.				
4.	Clarity of service procedures at the clinic.				

*) Cross out as appropriate

D. SCORING METHOD FOR HEALTHCARE SERVICE EVALUATION (CLINIC)

Data collection from respondents was carried out using an *online* questionnaire via *Google Forms*. The questionnaire results were subsequently processed using Microsoft Excel and scored on a scale of 1 to 4, with 1 representing 'poor', 2 'fair', 3 'good' and 4 'very good'.

$$N = \frac{((n1 \times 1) + (n2 \times 2) + (n3 \times 3) + (n4 \times 4))}{4}$$

N = Results

n1 = number of 'poor' scores

n3 = number of 'good' scores

n2 = number of 'fairly good' scores

n4 = number of 'very good' scores

The scoring criteria are as follows:

1. 85 to 100 = Very Satisfactory

3. 55 to 69.9 = Satisfactory

2. 70 to 84.9 = Satisfactory

4. 0 to 54.9 = Unsatisfactory

E. T EVALUATION RESULTS

The results of the Clinical (Health) Service Evaluation for the 2024/2025 academic year successfully gathered a total of 353 respondents. The summary data of the Health Service (Clinical) Monitoring and Evaluation is presented in the following table:

No	Competency	Score				Result
		Poor	Fair	Good	Very Good	
A. Staff Service						
1	Staff friendliness.	0.5	3.95	52.02	43.53	84.65
2	Clinic service speed.	0.29	5.37	50.97	43.37	84.36
3	The officer has the necessary information.	0.09	4.36	50.92	44.63	85.02
4	Consistency of staff in providing service.	0.00	3.55	54.77	41.68	84.53
5	Timeliness of service.	0.09	4.96	50.51	44.44	84.83
6	Professionalism of staff in providing services	0.09	3.75	48.09	48.07	86.04
B. Facilities						
1	Completeness of clinic service facilities and infrastructure.	0.29	4.36	50.50	44.85	84.98
2	Required medication.	0.09	4.15	52.74	43.02	84.67
3	Sufficiency of required medication.	0.00	5.37	48.09	46.54	85.29
4	Clarity of service procedures at the clinic.	0.00	6.18	55.37	38.45	83.07

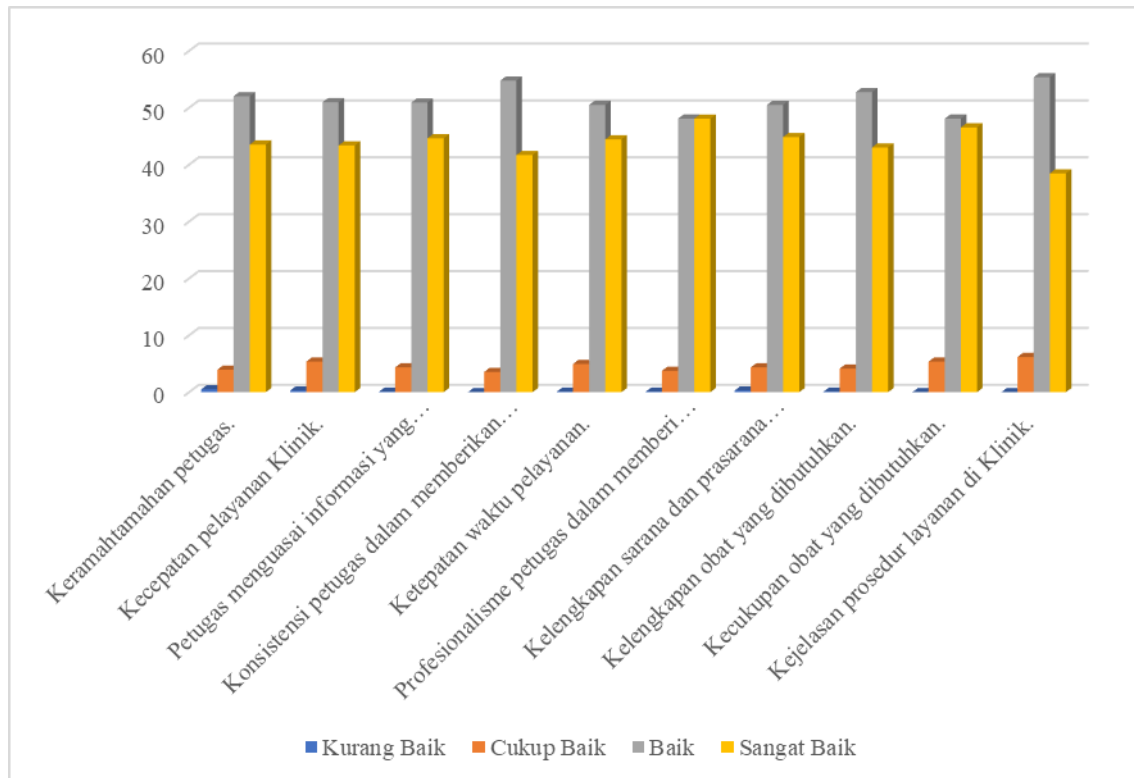


Figure 1. Summary of Health Service Evaluation (Clinic)

F. EVALUATION AND FOLLOW-

The evaluation of healthcare services (Clinic) for the 2024/2025 academic year was carried out through a questionnaire completed by students, followed by data analysis. In general, the evaluation of health services (Clinic) covers two aspects: the attitude of staff regarding hospitality; the speed of service provided by staff at the clinic; staff's mastery of the required information; consistency in service delivery; and the timeliness of service. Meanwhile, the aspect of clinic facilities relates to the completeness of clinic service facilities and infrastructure, the availability of necessary medicines, the adequacy of required medicines, and the clarity of service procedures at the clinic.

The results of the Health Service (Clinic) Evaluation for the attitude aspect regarding staff friendliness showed an average score of 84.65%, the speed of clinic service had an average score of 84.36%, staff mastery of required information with an average score of 85.02%, consistency of staff in providing services with a score of 84.53%, timeliness of service with an average score of 84.83%, and professionalism of staff in providing services with an average score of 86.04%. The clinical facilities

aspect comprises the completeness of clinical service facilities and infrastructure of the clinic's services with an average score of 84.98%, the availability of required medicines with an average score of 84.67%, the adequacy of required medicines with an average score of 85.29%, and the clarity of service procedures at the clinic with an average score of 83.07%.

An aspect requiring attention is the clarity of service procedures at the clinic, with an average score of 82.54%, which suggests that 18% or more of the respondents—in this case, students—stated that this component still requires improvement to adequately meet students' needs. Regulation of the Minister of Health of the Republic of Indonesia Number 9 of 2014 defines a clinic as a health care facility that provides individual health care services, covering basic and/or specialist medical services. On the other hand, health workers are defined as individuals dedicated to the field of health who possess competencies gained through health education, whereby certain types of work require a licence to practise in order to carry out health care activities.

Clinic staff, as an integral part of the healthcare workforce, play a crucial role in delivering healthcare services to patients. Patients' positive reception of healthcare services is greatly influenced by the competence and professional, courteous behaviour of staff. Consequently, the skills and attitudes of staff are significant factors in the success and achievement of the clinic's objectives. Various initiatives are required to ensure that clinics are able to deliver services efficiently, in an organised and focused manner. One important step in achieving this objective is through the adaptive and friendly behaviour of clinic staff.

G. CONCLUSION

Based on the results of the Health Services (Clinic) Evaluation for the 2024/2025 Academic Year, it can be concluded that, in general, clinic services at PGRI University of Semarang demonstrated excellent performance with an average score of 84.74% (good category). This achievement represents an increase of 1.03% compared to the previous year's evaluation (83.88%). Nevertheless, there is one key aspect requiring further attention: clinic facilities regarding the clarity of service procedures. Improvements in this area are deemed necessary in the public interest and to continue optimising the effectiveness and patients' understanding of the healthcare services

provided.

H. RECOMMENDATIONS

Based on the findings of the Health Services (Clinic) Monitoring and Evaluation for the 2024/2025 Academic Year, the UPGRIS Quality Assurance Agency makes the following general recommendations to ensure the continuous improvement of clinical service quality:

1. **Standardisation and Documentation of Procedures:** Clearly drafting and documenting all clinic service procedures, from registration, examination, medical procedures, dispensing of medication, to referrals (where necessary). This documentation may take the form of easily understandable *Standard Operating Procedures* (SOPs).
2. **Provision of Easily Accessible Information**

By implementing these recommendations, it is hoped that the clarity of service procedures at the PGRI University of Semarang clinic will improve significantly, so that patients feel more comfortable and informed, and the healthcare process can run more effectively.

I. CONCLUSION

Public facilities are facilities established for the public good. These facilities can be utilised by the entire academic community. Public facilities such as clinics are expected to provide welfare and benefits to those who use them. Consequently, every healthcare worker at the Clinic must work in accordance with professional standards, standard operating procedures, service standards, professional ethics, respect for patients' rights, and prioritise the interests and safety of patients.

J. REFERENCES

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