

RELATIONSHIP OF DIABETES MELLITUS PATIENT SATISFACTION SURVEY WITH PROLANIS HEALTH SERVICES

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ABSTRACT

Diabetes mellitus is classified as a chronic disease that causes complications that must be prevented. One way to prevent complications is to try to maintain stable blood sugar levels in people with diabetes mellitus. Therefore, the government established the Chronic Disease Management Program (PROLANIS) through BPJS to provide services to maintain stable blood sugar. The aim of this research is the relationship between the Diabetes Mellitus Patient Satisfaction Survey and Prolanis Health Services at the Way Kandis Community Health Center. This research method uses a quantitative type of research with a cross sectional approach. The test used is chi square. The population in this study were 254 patients with diabetes mellitus and the sample in this study was 42 diabetes mellitus patients. Based on the results of univariate analysis, it is known that the majority of respondents said they were dissatisfied, amounting to 15 people (35.7%) and respondents who received prolanis health services which were not good, amounting to 25 respondents (59.5%). Based on the results of statistical tests, a p-value of $0.018 < 0.05$ was obtained, which means there is a relationship between the Diabetes Mellitus Patient Satisfaction Survey and Prolanis Health Services at the Way Kandis Community Health Center, Bandar Lampung. As input for community health center managers to improve health services as well as insight into the effectiveness of interactions with patients, and especially on satisfaction with the prolanis program for diabetes mellitus patients.

Keywords: diabetes mellitus; prolanis; satisfaction survey

INTRODUCTION

Patient satisfaction is the level of health service performance achieved after patients receive services that meet their expectations and are appropriate. Health services must always try to meet the demands of patient and community satisfaction in simultaneous service. Patients will assume the quality of health services they receive is the same or greater than expected. On the other hand, patients will feel less satisfaction if the quality of the health services they receive does not meet their expectations. Patient satisfaction is a response based on emotional and affective models regarding the quality and quality of service delivery at health facilities as well as patient expectations for the services they receive through satisfaction surveys and interviews. This can be done to collect patient satisfaction data (Fauziah & Indrawati, 2022). One of the goals of patients when visiting health services is to feel satisfied with the services they receive. Patient satisfaction is a measure of the quality of health services (Patient & S, 2023). Patient satisfaction standards in health services are set nationally by the Ministry of Health. Regulations from the Ministry of Health of the Republic of Indonesia regarding service standards that must be achieved by patient satisfaction, including a maximum of 95%. If the level of satisfaction with health services is below 95% then the services provided are considered to be of poor quality or have a low level of satisfaction (Ministry of Health, 2020).

Prolanis is an integrated health service system and proactive strategy designed to maintain the welfare of BPJS participants suffering from chronic diseases, ensuring their quality of life remains optimal while managing health care costs effectively and preventing potential complications. The

main components of Prolanis include medical consultations, prolanis group education, reminders via SMS Gateway, and home visits. Each task in this activity contributes to the welfare of Prolanis participants, especially those related to monitoring health status through routine monthly checks which include: fasting blood sugar (GDP), post prandial blood sugar (GDPP), body mass index (BMI) and blood pressure . Apart from that, there are also laboratory tests for six months to determine HbA1C, microalbumin (albumin in urine), urea, creatinine, LDL, HDL and cholesterol to collect additional information regarding health or lifestyle changes that support the participant's health; received pharmacological therapy for a full month; establishing relationships with fellow participants as a source of self-motivation for enthusiasm in carrying out treatment (Setyaningsih et al., 2023).

Diabetes mellitus is classified as a chronic disease that causes complications that must be prevented (Soelistijo, 2021). One way to prevent complications is to try to maintain stable blood sugar levels in people with diabetes mellitus. Therefore, the government established the Chronic Disease Management Program (PROLANIS) through BPJS to provide services to maintain stable blood sugar. Promotion and prevention services are the first level of services provided by BPJS Health and are provided selectively, including health education. Prolanis is a service system program that uses a proactive and preventive approach to help JKN-KIS participants improve their health (Ilmiah et al., 2024). According to data (WHO, 2022), around 422 million people throughout the world suffer from diabetes mellitus. Based on data published by WHO, diabetes mellitus will become one of the ten main causes of death in the world. According to the International Diabetes Federation (IDF, 2021), there are around 10.7 million diabetes mellitus sufferers in India, America, Pakistan, Brazil and Mexico, all aged between 20 and 79 years. In 2020, the Indonesian Ministry of Health stated that Indonesia was ranked 7th out of 10 countries. with a total of 10.7 million people suffering from diabetes mellitus, and as many as 1.5 million people died from this disease. In 2015, approximately 39.5 million people were diagnosed with diabetes mellitus, and 56.4 million people died from the disease worldwide. Apart from that, diabetes mellitus is also responsible for 6.7 million deaths. The Ministry of Health of the Republic of Indonesia recorded that the number of diabetes mellitus sufferers in 2021 was 19.47 million people. Apart from the large number of diabetes mellitus sufferers, the number of sufferers whose blood glucose levels are in the pre-diabetic phase, namely glucose tolerance, is approximately 541 million people (Indonesian Ministry of Health, 2021).

The results of the 2023 Indonesian Health Survey show an increase in the prevalence of diabetes mellitus based on doctor's diagnosis in the age group over 15 years in Indonesia by 2.2%, based on measurements of blood sugar levels (Ministry of Health, 2023). Based on the district/city that has achieved more than 100% services for diabetes mellitus sufferers according to standards, namely the city of Bandar Lampung (Lampung Provincial Health Office, 2022). Health services according to standards for diabetes sufferers are diabetes mellitus sufferers who receive health education, physical activity, medical nutrition services and pharmacological therapy, as well as HbA1c checks. In 2022, the number of diabetes mellitus sufferers will be 18,644 people, and 135.1% will receive services according to standards. The percentage of diabetes mellitus sufferers who receive health services according to the highest standards in the city of Bandar Lampung, namely the Way Kandis Health Center with a percentage of 285.1 cases (Bandar Lampung City Government Health Service, 2022). Based on the pre-survey results obtained from January to April, there were 254 Prolanis Diabetes Mellitus Way Kandis Health Center participants.

Diabetes mellitus causes macrovascular complications which cause problems with the heart and brain, microvascular complications which cause problems with the eyes and kidneys, as well as disorders of the nervous system (PERKENI, 2021). Uncontrolled diabetes mellitus has the potential to cause serious complications, namely acute complications that occur in the short term and chronic complications that occur in the long term. Acute complications can include low blood glucose levels (<70 mg/dl) which can cause decreased consciousness, or high blood glucose levels (>300 mg/dl) which can also result in decreased consciousness and recurrent infections (Indonesian Ministry of Health, 2019). Chronic complications of diabetes mellitus are the main cause of blindness, heart attacks, strokes, damage to kidney function, and leg amputation (Bustamam et al., 2024). There are two risk factors for diabetes mellitus, namely, the first are risk factors that cannot be changed, such as gender, age and hereditary factors. Second, it involves risk factors that can be changed, for example smoking habits. Diet, smoking, obesity, hypertension, stress, physical activity and alcohol are some of the risk factors that can cause diabetes mellitus in a person, apart from that, changing times have also caused changes in people's eating patterns, from natural to modern (Fikri, 2019). Modern diets that are high in fat, sugar, salt, fast food and store-bought foods have increased, leading to increased demand for foods that can increase the risk of obesity. (Laila & Erna, 2024)

According to the Way Kandis Health Center Medical Record data, the number of health workers at the Way Kandis 2024 Health Center is currently 42 people, with the number of nurses reaching 14 people, where almost 24 hours a day, nurses always interact with patients, provide health services and communicate with patients. to identify developments in health status and based on patient satisfaction index data, in 2021 the number of patients undergoing inpatient treatment reached 433 patients with a satisfaction percentage reaching 55% and in 2022 reaching 690 patients with the percentage of satisfaction decreased to 46%, of the number of patients who were hospitalized there were only $\pm 50\%$ of patients who were satisfied with the Puskesmas services, while in 2023 the coverage of patient satisfaction decreased drastically to reach 26% of 530 patients, whereas based on decision of the Indonesian Ministry of Health, (2021) the target for achieving patient satisfaction that must be achieved is 95% (Profile of Way Kandis Health Center, 2023) Based on the results of the study (Salimah Icha Nur, 2018) showed that the level of satisfaction of Prolanis type 2 diabetes mellitus patients with blood sugar level examination services at the Pulo Kulon II Health Center was 83.7% satisfied, 11.6% quite satisfied and 4.7% very satisfied. The results of the statistical test obtained a significance value of $p = 0.000 < 0.05$ with an r value of 0.754. These results indicate that there is a very strong relationship between Prolanis patient satisfaction and blood sugar level examination services. Based on the results of the study (karni, 2021) showed that 55.1% of the quality of service was good, 61.2% of respondents stated that they were satisfied, a P value of 0.000 indicated that there was a significant relationship between quality and satisfaction of Type 2 diabetes mellitus patients participating in Prolanis at the Sleman Health Center. The conclusion of this study is that there is a significant relationship between quality and satisfaction of health services for Type 2 diabetes mellitus patients participating in Prolanis at the Sleman Health Center.

Based on the results of research conducted by (Fauziah & Indrawati, 2022) Importance Performance Analysis analysis, the average value of patient satisfaction level per chronic disease management program (prolanis) at Kaladawa Health Center is 92.5%, where patients still feel dissatisfied with two dimensions of service at the Health Center, namely the dimensions of

attention and responsiveness. According to the Chi Square test, there is a relationship between service quality and the level of patient satisfaction of the prolanis program at Kaladawa Health Center, Tegal Regency, including the dimensions of attention (p value = 0.006), physical evidence (p value = 0.016), reliability (p value = 0.002), responsiveness (p value = 0.003), and assurance (p value = 0.014). In addition, when viewed based on the results of the Cartesian diagram, the strategy for improving service quality is prioritized on the question attributes in quadrant A because they have a low level of satisfaction. In quadrant B, the health center can maintain its services because the level of satisfaction is already quite good. In quadrant C, the level of service performance is still low, but patients also feel that this attribute is not so important in its role so that quality improvements can be made after improvements in quadrant A. In quadrant D, the level of performance is good but its role is not so important, so the attributes in this quadrant are considered too excessive for patient needs.

Based on the results of a pre-survey conducted by researchers at the Way Kandis Health Center on May 21, 2024, on 20 diabetes mellitus patients, based on interviews it was found that 12 patients (60%) were dissatisfied with prolanis services and 8 patients (40%) said they were satisfied with prolanis services, based on data from 12 patients who were dissatisfied with prolanis services, it was found that 4 patients said the schedule for services often changed, 4 patients said the service was slow, and 4 patients said health workers did not provide enough health information about prolanis. Based on the description above, researchers are interested in conducting research entitled The Relationship between Diabetes Mellitus Patient Satisfaction Surveys and Prolanis Health Services at the Way Kandis Health Center.

METHOD

This research method uses quantitative research type with cross sectional approach. The test used is chi square. The population in this study were patients with Diabetes Mellitus totaling 254 patients and the sample in this study was 42 patients with diabetes mellitus. The study was conducted at the Way Kandis Health Center on July 4-11 by distributing questionnaires. Based on the results of the statistical test, a p-value of 0.018 < 0.05 was obtained, which means that there is a Relationship between the Diabetes Mellitus Patient Satisfaction Survey and Prolanis Health Services at the Way Kandis Health Center, Bandar Lampung.

RESULT AND DISCUSSION

Table 1.
Frequency Distribution of Age of Diabetes Mellitus Patients

Age	f	%
25-35 Tahun	17	40,4
> 35 Tahun	25	59,6

Based on table 1, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, there were 17 respondents aged 25-35 years (40.4%) and 25 respondents aged > 35 years (59.6%)

Table 2.
Frequency Distribution of Gender of Diabetes Mellitus Patients

Gander	f	%
Man	23	54,8
Women	19	45,2

Based on table 2, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in

2024, there were 23 male respondents (54.8%) and 19 female respondents (45.2%).

Table 3.

Distribution of Education Frequency of Diabetes Mellitus Patients		
Education	f	%
Collage	8	19,0
Elementary School	6	14,3
Senior High School	16	38,1
Junior High School	12	28,6

Based on table 3, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, respondents had a college education (D3 and S1) totaling 8 respondents (19.0%), elementary school education totaling 6 respondents (14.3%), the last education was high school totaling 16 respondents (38.1%) and those with junior high school education totaling 12 respondents (28.6%).

Table 4.

Distribution of Occupational Frequency of Diabetes Mellitus Patients		
Work	f	%
Laborers	13	31,0
Civil Servants	5	11,9
Private Sector	9	21,4
Self Employe	15	35,7

Based on table 4, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, there were 13 respondents (31.0%) who worked as laborers, 5 civil servants (11.9%), 9 private respondents (21.4%) and 15 self-employed respondents (35.7%).

Table 5.

Frequency Distribution of Diabetes Mellitus Patient Satisfaction Survey		
Satisfaction Survey	f	%
Very Satisfied	11	26,2
Satisfied	7	16,7
Less Satisfied	9	21,4
Dissetified	15	35,7

Based on table 5, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, respondents who said they were very satisfied were 11 respondents (26.2%), those who were satisfied were 7 respondents (16.7%), those who were less satisfied were 9 respondents (21.4%) and those who were dissatisfied were 15 respondents (35.7%)

Table 6.

Distribution of Prolanis Health Services Frequency		
Prolanis Health Services	f	%
Good	17	40,5
Not Good	25	59,5

Based on table 6, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, the number of respondents who received good prolanis health services was 17 respondents (40.5%) and the number of respondents who received poor prolanis health services was 25 respondents (59.5%).

Based on table 7, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, out of 11 respondents who were very satisfied, there were 7 respondents (63.6%) who received good prolanis health services and 4 respondents (36.4%), not good, out of 7 respondents

who said they were satisfied, there were 5 respondents (71.4%) who received good prolanis services and 2 respondents (28.6%) were not good, out of 9 respondents who said they were satisfied, there were 3 respondents (33.3%) who received good prolanis services and 6 respondents (66.7%) were not good and out of 15 respondents who were not satisfied, there were 2 respondents (13.3%) who received good prolanis services and 13 respondents (86.7%) were not good. Based on the results of the statistical test, a p-value of $0.018 < 0.05$ was obtained or H_a was accepted, which means that there is a Relationship between the Diabetes Mellitus Patient Satisfaction Survey and Prolanis Health Services at the Way Kandis Health Center, Bandar Lampung.

Table 7.
 Analysis of the Relationship between Diabetes Mellitus Patient Satisfaction Survey and Prolanis Health Services

DM Patient Satisfaction Survey	Prolanis health services				Amount		P-Value
	Good		Not good		f	%	
	f	%	f	%			
Very satisfied	7	63,6	4	36,4	11	100.0	0,018
Satisfied	5	71,4	2	28,6	7	100.0	
Less Satisfied	3	33,3	6	66,7	9	100.0	
Disatisfied	2	13,3	13	86,7	15	100.0	

Diabetes Mellitus Patient Satisfaction Survey

Based on the results of the study, it is known that at the Way Kandis Inpatient Health Center, Bandar Lampung in 2024, respondents who said they were very satisfied were 11 respondents (26.2%), those who were satisfied were 7 respondents (16.7%), those who were less satisfied were 9 respondents (21.4%) and those who were dissatisfied were 15 respondents (35.7%). Diabetes mellitus (DM) is a disease or metabolic disorder characterized by high blood sugar levels accompanied by impaired carbohydrate, lipid and protein metabolism as a result of insulin function insufficiency. Insulin insufficiency can be caused by impaired or deficient insulin production by beta Langerhans cells of the pancreas or due to the body's cells being less responsive to insulin (Directorate General of Pharmacy & ALKES, 2020). Diabetes mellitus can be divided into type I diabetes mellitus, type II diabetes mellitus, gestational diabetes and diabetes with other specific types. Type I diabetes is caused by pancreatic beta cells that are permanently damaged by an autoimmune process. Type II diabetes mellitus has a higher prevalence and is a result of insulin resistance. Gestational diabetes is also diabetes that is acquired during pregnancy and the last is diabetes with other specific types. This diabetes occurs secondary to other diseases, for example Cushing's syndrome, pancreatitis and acromegaly (NIH, 2018)

Patient satisfaction is the level of health service performance achieved after the patient receives services that meet their expectations and are appropriate. Health services must always strive to meet the demands of patient and community satisfaction in simultaneous services. Patients will consider the quality of health services received to be the same or greater than expected. Conversely, patients will feel less satisfied if the quality of health services they receive does not meet their expectations. Patient satisfaction is a response based on emotional and affective models to the quality and quality of service delivery at health facilities and patient expectations of the services they receive through satisfaction surveys and interviews. This can be done to collect patient satisfaction data (Fauziah & Indrawati, 2022). Patient satisfaction is one of the important indicators that must be considered in health services. Patient satisfaction is the result of a patient's assessment

of health services by comparing what is expected with the reality of health services received in a health center setting. Thus, patient satisfaction at the health center depends on the services provided by the health center. However, the services provided are still not in accordance with what the patient wants and patient satisfaction is still not in accordance with the standards (Kusmiran, 2018).

Patient satisfaction standards in health services are set nationally by the Ministry of Health. According to the Regulation of the Ministry of Health of the Republic of Indonesia in 2023 concerning Minimum Service Standards for patient satisfaction, it is above 95%. If health services are found with a patient satisfaction level below 95%, then the health services provided are considered not to meet the minimum standards or are not of good quality, so that many patients feel dissatisfied (Ministry of Health, 2023). Based on the results of the study (Salimah Icha Nur, 2018) showed that the level of satisfaction of Prolanis type 2 diabetes mellitus patients with blood sugar level examination services at the Pulo Kulon II Health Center was Satisfied 83.7%, quite satisfied 11.6% and very satisfied 4.7%. The results of the statistical test obtained a significance value of $p = 0.000 < 0.05$ with an r value = 0.754. These results indicate that there is a very strong relationship between Prolanis patient satisfaction and blood sugar level examination services. Based on the research results above, the researcher is of the opinion that most respondents are dissatisfied, this is because there are several influencing factors such as lack of facilities and infrastructure, health facilities and lack of information provided by health workers to patients.

Prolanis Health Services

Based on the results of the study, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, respondents who received good prolanis health services were 17 respondents (40.5%) and those who received poor prolanis health services were 25 respondents (59.5%). One of the goals of patients when visiting health services is to feel satisfied with the services they receive. Patient satisfaction is a benchmark for the quality of health services (Patient & S, 2023). Patient satisfaction standards in health services are set nationally by the Ministry of Health. Regulations of the Ministry of Health of the Republic of Indonesia concerning service standards that must be achieved for patient satisfaction include a maximum of 95%. If the level of satisfaction with health services is below 95%, the services provided are considered to be of poor quality or have a low level of satisfaction (Ministry of Health, 2020). Prolanis is an integrated health service system and proactive strategy designed to maintain the welfare of BPJS participants who suffer from chronic diseases, ensure their quality of life remains optimal while managing health care costs effectively and preventing potential complications. The main components of Prolanis include medical consultations, prolanis group education, reminders via SMS Gateway, and home visits. Each task in this activity contributes to the welfare of Prolanis participants, especially those related to monitoring health status through routine monthly checks including: fasting blood sugar (FBS), postprandial blood sugar (FBS), body mass index (BMI) and blood pressure. In addition, there are also laboratory tests for six months to determine HbA1C, microalbumin (albumin in urine) urea, creatinine, LDL, HDL, and cholesterol to collect additional information about health or lifestyle changes that support participant health; receive pharmacological therapy for one full month; establish relationships with fellow participants as a source of self-motivation for enthusiasm in carrying out treatment (Setyaningsih et al., 2023).

According to Nursalam (2016), service quality is crucial. Health centers as service providers for the wider community are required to provide good services and in accordance with established

standards. Efforts to improve the quality of health services are the most important steps to provide better services to patients. Quality health center services can increase patient satisfaction and encourage patients to want to come back to the health center, so that it can increase the credibility of the health center in the community. This is very important for hospitals to do because the competition in the hospital business is also increasingly competitive, and vice versa, poor hospital services will have an impact on decreasing the credibility of the hospital and reducing patient visits because they feel dissatisfied with the services provided by health workers. According to Arasuraman, et al., (1994; 23) in Nursalam (2018), there are five dimensions of service quality which he then called the SERVQUAL dimension. These dimensions are: (a) Reliability: the ability to provide promised services promptly, accurately and satisfactorily, (b) Responsiveness: the ability of staff to assist patients in providing appropriate services, (c) Assurance: includes knowledge, ability, politeness and trustworthiness of staff, free from danger, risk and doubt, (d) Empathy: includes ease in establishing relationships, good communication, personal attention, and understanding patient needs, (e) Tangible: includes physical facilities, equipment, employees, and means of communication, neatness of employee appearance.

Diabetes mellitus is classified as a chronic disease that causes complications that must be prevented (Soelistijo, 2021). One way to prevent complications is to try to maintain stable blood sugar levels in people with diabetes mellitus. Therefore, the government formed the Chronic Disease Management Program (PROLANIS) through BPJS to provide services to maintain stable blood sugar. Promotion and prevention services are the first level of services provided by BPJS Kesehatan and are provided selectively, including health education. Prolanis is a service system program that uses a proactive and preventive approach to help JKN-KIS participants improve their health (Ilmiah et al., 2024) Based on the results of the study (Karni, 2021), it showed that 55.1% of the quality of service was good, 61.2% of respondents stated that they were satisfied, a P value of 0.000 indicated that there was a significant relationship between quality and satisfaction of Type 2 diabetes mellitus patients participating in Prolanis at the Sleman Health Center. The conclusion of this study is that there is a significant relationship between the quality and satisfaction of health services for Type 2 diabetes mellitus patients participating in Prolanis at the Sleman Health Center. Based on the results of the study above, the researcher is of the opinion that most respondents received poor prolanis services, this is due to the lack of respondent activity in visiting health services, as well as the low education of respondents so that they are less aware of important information about prolanis health services, and the lack of family support in providing motivation to respondents to participate in prolanis health service activities.

Relationship between Diabetes Mellitus Patient Satisfaction Survey and Prolanis Health Services
Based on the results of the study, it is known that at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, out of 11 respondents who were very satisfied, there were 7 respondents (63.6%) who received good prolanis health services and 4 respondents (36.4%), not good, out of 7 respondents who said they were satisfied, there were 5 respondents (71.4%) who received good prolanis services and 2 respondents (28.6%) were not good, out of 9 respondents who said they were satisfied, there were 3 respondents (33.3%) who received good prolanis services and 6 respondents (66.7%) were not good and out of 15 respondents who were dissatisfied, there were 2 respondents (13.3%) who received good prolanis services and 13 respondents (86.7%) were not good. Based on the results of the statistical test, a p-value of 0.018 < 0.05 was obtained or H_a was accepted, which means that there is a Relationship between the Diabetes Mellitus Patient

Satisfaction Survey and Prolanis Health Services at the Way Kandis Bandar Lampung Health Center.

According to Nursalam (2016), service quality is crucial. Health centers as service providers for the wider community are required to provide good services and in accordance with established standards. Efforts to improve the quality of health services are the most important steps to provide better services to patients. Quality health center services can increase patient satisfaction and encourage patients to want to come back to the Health Center, so that they can increase the credibility of the health center in the community. This is very important for hospitals to do because the competition in the hospital business is also increasingly competitive, and vice versa, poor hospital services will have an impact on decreasing the credibility of the hospital and reducing patient visits because they feel dissatisfied with the services provided by health workers. According to Arasuraman, et al., (1994; 23) there are five dimensions of service quality which he then called the SERVQUAL dimension. These dimensions are (a) Reliability: the ability to provide promised services promptly, accurately and satisfactorily, (b) Responsiveness: the ability of officers to assist patients in providing appropriate services, (c) Assurance: includes knowledge, ability, politeness and trustworthiness of officers, free from danger, risk and doubt, (d) Empathy: includes ease of establishing relationships, good communication, personal attention, and understanding patient needs, (e) Physical facilities (Tangible): includes physical facilities, equipment, employees, and means of communication, neatness of employee appearance.

Diabetes mellitus causes macrovascular complications that cause problems with the heart and brain, microvascular complications that cause problems with the eyes and kidneys, and disorders of the nervous system (PERKENI, 2021). Uncontrolled diabetes mellitus has the potential to cause serious complications, namely acute complications that occur in the short term and chronic complications that occur in the long term. Acute complications can be low blood glucose levels (<70 mg/dl) which can cause decreased consciousness, or high blood glucose levels (>300 mg/dl) which can also cause decreased consciousness and recurrent infections (Ministry of Health of the Republic of Indonesia, 2019). Chronic complications of diabetes mellitus are the main cause of blindness, heart attacks, strokes, kidney damage, and leg amputations (Bustamam et al., 2024). Risk factors for diabetes mellitus consist of two, namely, first, risk factors that cannot be changed such as gender, age, and heredity. Second, involving risk factors that can be changed, for example smoking habits. Diet, smoking, obesity, hypertension, stress, physical activity and alcohol are some of the risk factors that can cause diabetes mellitus in a person, in addition, changes in the era also cause changes in people's eating patterns, from natural to modern (Fikri, 2019). Modern diets that contain high levels of fat, sugar, salt, fast food and store-bought food have increased, this has led to an increase in demand for foods that can increase the risk of obesity. (Laila & Erna, 2024)

Based on the results of research conducted by (Fauziah & Indrawati, 2022) Importance Performance Analysis analysis, the average value of patient satisfaction levels per chronic disease management program (prolanis) at the Kaladawa Health Center is 92.5%, where patients still feel dissatisfied with the two dimensions of service at the Health Center, namely in the dimensions of attention and responsiveness. According to the Chi Square test, there is a relationship between service quality and the level of patient satisfaction of the prolanis program at the Kaladawa Health Center, Tegal Regency, including the dimensions of attention (p value = 0.006), physical evidence (p value = 0.016), reliability (p value = 0.002), responsiveness (p value = 0.003), and assurance (p

value = 0.014).

In addition, when viewed based on the results of the Cartesian diagram, the strategy for improving service quality is prioritized on the question attributes in quadrant A because they have a low level of satisfaction. In quadrant B, the health center can maintain its services because the level of satisfaction is already quite good. In quadrant C, the level of service performance is still low, but patients also feel that this attribute is not so important in its role so that quality improvements can be made after improvements in quadrant A. In quadrant D, the level of performance is good but not so important in its role, so the attributes in this quadrant are considered too excessive for patient needs. Based on the results of the study above, the researcher is of the opinion that most respondents are very satisfied reaching 11 respondents, but the prolans health services are not good, amounting to 4 respondents, this is due to affordable service prices, the availability of complete facilities and infrastructure and health facilities in the room that support, there are 7 respondents who are satisfied, but there are 2 respondents who say the prolans health services are not good, this is due to the lack of socialization of health workers about prolans services, and the lack of motivation from health workers to respondents to be able to participate in prolans activities. There are 9 respondents who are less satisfied, but there are 3 respondents who say the prolans health services are good, this is because respondents often get socialization and education from health workers and respondents routinely participate in prolans activities, and there are 15 respondents who are not satisfied, but there are 2 respondents who say the prolans health services are good, this is because respondents are diligent and routinely follow the health education provided by health workers so that they often get information about prolans services.

CONCLUSION

Based on the results of the research and discussion above, the conclusions in this study are as follows: That at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, respondents who were > 35 years old were 25 respondents (59.6%), male respondents were 23 respondents (54.8%), respondents with a high school education totaling 16 respondents (38.1%) and respondents who were self-employed totaling 15 respondents (35.7%). That at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, respondents who received good prolans health services were 17 respondents (40.5%) and those who received poor prolans health services were 25 respondents (59.5%). That at the Way Kandis Bandar Lampung Inpatient Health Center in 2024, respondents who said they were very satisfied were 11 respondents (26.2%), those who were satisfied were 7 respondents (16.7%), those who were less satisfied were 9 respondents (21.4%) and those who were dissatisfied were 15 respondents (35.7%) Based on the results of the statistical test, a p-value of 0.018 < 0.05 was obtained, which means that there is a Relationship between the Diabetes Mellitus Patient Satisfaction Survey and Prolans Health Services at the Way Kandis Bandar Lampung Health Center.

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