



PHENOMENOLOGICAL STUDY OF COMMUNITY EXPERIENCE IN OBTAINING SERVICES FROM AUBILEE HEALTH CENTER

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ABSTRACT

Puskesmas Pembantu (Pustu) is the spearhead of basic health services in rural areas. However, the effectiveness of Pustu services is often affected by various factors such as the availability of staff, infrastructure, and community accessibility. This study aims to reveal in depth the community's experience in obtaining health services at Pustu. This study used a qualitative approach with a phenomenological study method. The research sample was selected by purposive sampling. Informants consisted of 11 people, namely the general public, cadres, and village officials who were selected purposively. Data collection was conducted through in-depth interviews, and data analysis followed Colaizzi's 7 steps. The study found six main themes: (1) positive and responsive staff attitudes are factors in community satisfaction, (2) limited schedules and staff attendance hamper access to services, (3) inadequate Pustu facilities reduce comfort, (4) referrals to the main Puskesmas are hampered by distance and transportation, (5) community expectations for an active and alert Pustu, and (6) the important role of village government in supporting service continuity. The existence of Pustu is very important for village communities, but service delivery still faces challenges in terms of service continuity, completeness of facilities, and accessibility.

Keywords: community experience; health services; phenomenology; puskesmas pembantu; rural areas

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INTRODUCTION

Primary health care plays an important role as the spearhead of the national health care system. In Indonesia, Community Health Centers (Puskesmas) have the main responsibility in organizing promotive, preventive, curative, rehabilitative, and palliative health services at the first level (Health & Indonesia, 2022). One of the strategic efforts in expanding the reach of health services is the establishment of Puskesmas Pembantu (Pustu) as a permanent network of Puskesmas services. Puskesmas Pembantu was formed to answer the needs of the community for basic health services, especially in areas that have geographical barriers, such as rural or remote areas. According to (Regulation of the Indonesian Minister of Health No 43 of 2019, 2019), Pustu aims to improve the range and quality of health services with a coverage of 1 Pustu to serve 2 to 3 villages/kelurahan. Pustu is under the responsibility of a health worker such as a nurse or midwife, and must be regularly supervised by the parent health center.

In the working area of Puskesmas Muara Enim, South Sumatra Province, the existence of Pustu is crucial given the diverse geographical characteristics and the large number of rural areas with limited access to health services. In this context, Pustu is expected to be a strategic solution that bridges the gap in public health services. However, the reality on the ground shows that there are still various challenges in service delivery at Pustu. Data from the Puskesmas Program Coordinator on 11 March 2025 showed that the number of patient visits to Pustu in the Muara Enim Puskesmas working area decreased by 1.24% from 2023 to 2024. This decrease indicates a possible bottleneck in the services provided. In-depth interviews with Pustu users also revealed complaints such as the unfriendly attitude of health workers, long waiting times, limited availability of medicines, and

inadequate facilities. For example, a Pustu user respondent with diabetes said that although the service was generally working, the unfriendly interaction with health workers discouraged him from communicating further. Another respondent also complained about the uncomfortable and hot waiting room facilities, as well as the limited amount of medicine provided.

Furthermore, the results of observations and interviews at Puskesmas Muara Enim showed similar complaints regarding the attitude of officers and the service system that was not optimal. One respondent expressed his displeasure with officers who seemed unprofessional while on duty, while another respondent criticized the quality of officer interactions which were considered unfriendly and less empathetic. These findings are reinforced by data from the Muara Enim Health Center Community Satisfaction Survey Team, which recorded a decrease in community satisfaction levels of 5.33% in the last two years. Of the nine Pustu in the working area of Muara Enim Health Center, three of them located in transmigration villages show the condition of facilities that are not suitable for use, as well as the limited presence of health workers who are not settled for 24 hours. This contradicts the ideal function of Pustu which should support continuous health service activities in its working area (Rodríguez, Velastequí, 2019).

In the perspective of the community as service users, service quality is not only measured by the physical availability of facilities or health workers, but also by service quality dimensions such as tangibles (physical facilities, completeness of facilities) and empathy (attitude and interaction of health workers). Studies by (Yuliaridha et al., 2023) confirm that service quality is a key indicator in assessing the success of the primary health system. People's experiences in accessing health services at Pustu are influenced by various factors, including accessibility, staff attitudes, and the condition of infrastructure (F. H. Harahap et al., 2023) Therefore, it is important to take a phenomenological approach to explore the subjective experiences of people in receiving health services. Through this approach, the researcher seeks to understand the meaning and perceptions of the community towards the services they receive, while identifying factors that influence their satisfaction and decision to use services at the Pustu. This research is relevant as a form of reflection on the policy and implementation of primary health services at the village level. By understanding the experiences of the community directly, it is hoped that a more complete picture of the quality and accessibility of Puskesmas Pembantu services can be obtained, as well as an evaluation material for policy makers in an effort to improve the quality of health services at the primary level.

METHOD

This research used a qualitative approach with a phenomenological study method. The research sample was selected by purposive sampling. The informants consisted of 11 people, namely the general public, cadres, and village officials who were selected purposively. Data collection was conducted through in-depth interviews, and data analysis followed Colaizzi's 7 steps.

Research Results Data Processing

In conducting data processing, researchers grouped respondents' biographical data and compiled transcripts (interview data) by listening repeatedly and carefully to the Digital Recorder of the recorded interviews of each respondent according to the respondent's experience in obtaining services at the Puskesmas Pembantu.

Characteristics of Respondents

Respondents consisted of people who had received health services at the Puskesmas Pembantu, totaling 11 people, all of whom were dominated by women in the population aged 33-65 years and the majority were Muslims who had the majority of jobs as housewives and had a high school education. Data was obtained by conducting direct interviews with respondents who received services in the last 6 months at the auxiliary health center.

Respondents reside in transmigration areas with a distance of 2-3 km to the main health center in Muara Enim city. The population in this transmigration area is generally Javanese and the livelihood of the community in this transmigration area is Palm Oil farmers. Men who are heads of families work as palm oil farmers whose working time starts from 06.00 to 17.00 hours, so the need for health services for them is after work and or by contacting health workers via cellphone if they are sick to be visited at home. The characteristics of Respondents can be shown in the table below:

Table 1.
Characteristics of Respondent

No	Name	Address	Age	Education	Religion	Occupation
1	Mrs. Rh	Muara Harapan	59 Thn	High School	Islam	Mrs. Rt
2	Mrs. Abr	Muara Haapan	65 Thn	High School	Islam	Mrs. Rt
3	Mrs. Ank	Muara Harapan	37 Thn	High School	Islam	Posyanndu Cadre
4	Mrs. Atk	Harapan Jaya	41 Thn	High School	Islam	Village Head Office Staff
5	Mrs. Iny	Harapan Jaya	39 Thn	High School	Islam	Iu Rt
6	Mrs. Srg	Harapan Jaya	42 Thn	High School	Islam	Village Head Office Staff
7	Mrs. En	Sakajaya	40 years old	High School	Islam	Posyandu Cadre
8	Mrs. Gth	Sakajaya	34 Th	High School	Islam	Mrs. Rt
9	Mrs. Lng	Sakajaya	41 years old	High School	Islam	Mrs. Rt
10	Mrs. Yth	Sakajaya	42 years old	High School	Islam	Family planning cadre
11	Mrs. Ttn	Sakajaya	33 Thn	High School	Islam	Mrs. Rt

Services at the auxiliary health center

Puskesmas pembantu which is a network of Puskesmas Muara Enim provides services that are preventive, promotive, curative and rehabilitative. There are 6 types of basic services provided by Puskesmas Pembantu, namely: Health Promotion, Communicable Disease Control, Outpatient Care, Maternal and Child Health and Family Planning, Community Nutrition, Environmental Health.

Data Analysis

In this data analysis stage there are 7 (seven) stages that researchers do, namely: making data transcripts and reading all transcripts.

RESULT

This stage the researcher put the recording results into transcripts from each respondent as follows:

Respondent 1: 2025-06-12- 04-41-92 (NY. R), Muara Harapan

About the mother's experience of obtaining services at the auxiliary health center , The midwives serve well, are friendly. If the midwife is friendly, what about the service time, how long does the pustu open? Nine o'clock to evening. What complaints do you have when you come here? Mostly fever. Cholesterol. Where do you know about cholesterol? Have you ever been checked? Yes, I have been to the pustu here with Mrs. Ani. I don't use BPJS to pay. How complete and appropriate is the medicine for what you are complaining about? Yes, the medicine is suitable for what I complain about. Did you recover by taking the medicine? Healed. Besides you, your family also seek treatment here, right? Yes, healed. How does this Mr. Imam (Pustu nurse) provide services? Mr. Imam is kind, patient, friendly. If I may know, what are your hopes for the future of the service

at this pustu? So that it is awaited, if you seek treatment it is easy, if you seek treatment it is not far away. What does that mean, where do you go for treatment if the pustu is not open? Sometimes we go to midwife Fatma, sometimes to Muara Enim city to the Puskesmas, far away. So you want this pustu to wait, right? Yes, so that it is clean, comfortable. What about the environment, ma'am, the plants around this pustu? If the environment is not clean, the plants are also lacking, there used to be a guava tree in front of it often bears heavy fruit, now it has been cut down no longer. In addition, what are your hopes for the future of this pustu? Yes, I want it to be waited for so that it is not far away for treatment. How many health workers do you need here? Yes, whatever, the important thing is to wait so that it is crowded and clean.

Respondent 2: 2025-06-12-08-32-56 (NY. A). Muara Harapan

About the mother's experience of obtaining services at the auxiliary puskesmas, yes, it is good, what is good, yes, it means what I need, I'm telling the truth, yes this is this, he knows that he is immediately given services, the families are also served here, right ma'am? My family, if my family has their own business, if the father is busy he. What do you do? work in the plantation, ohh to the plantation, must be nyawit huh? What time do you get home when you work at the palm oil plantation? When you get home, it's at least half past twelve, then you get home at noon. What is the attitude of the health workers, ma'am? Good, friendly, close affection. If you seek treatment here, what kind of pain? I complained of diabetics, oh diabetics, how to take the medicine, routinely take the medicine, I consume milk, ma'am, diabetics milk and sugar, corn sugar. Oh Diabetasol and corn sugar, yes, if the medicine is routine, don't you seek treatment? Yes, routinely at the posyandu every month. Get what, what is the name of the diabetic drug? Get diabetics medicine. oh diabetics medicine. Routinely get it according to your needs, if the medicine runs out how? yes to the posyandu again to get it. Posyandu for the elderly how many times? once a month. routine so if the problem of drugs is not a problem, the officers are also friendly, If you see the environment of this pustu piye? How is the cleanliness? oh so if the cleanliness is not clean enough, the matter of plants may still be lacking so that it looks cool, right. What are your hopes for the future? Yes, I mean that the people who are waiting must be disciplined, so that if people need services here, they don't go anywhere, that's what I mean, so that it's not lonely, right. Are you satisfied with the service here? Yes, satisfied, it's good. In what ways do you feel good? Yes, anyway, what can you do, like this with you and your father (while holding the researcher's hand) honestly, ma'am, I'm not making it up so that I feel close and familiar when talking about complaints. What time should the puskesmas open? Yes, the working hours should be half past eight and close at four in the afternoon. hopefully half past eight is already here.

Respondent 3: 2025-06-12-06-22-34 (NY. A), Muara Harapan

About your experience of getting services during treatment at the auxiliary health center. Assalamualaikum ma'am, introduce me Ms. Atika, a student from Aisyah University Pringsewu Lampung, nyuwun pangapunten to disturb your time. I can chat for a while, ma'am, at most 10 minutes he he he. What is her name ma'am, how old is she, what is her job ma'am? Walaikumssalam, jeh ma'am monggo, I am Anik 37 years old, housewife and posyandu cadre. What about your experience during your treatment here, how about the cleanliness and condition of this pustu ma'am. Yes, during my treatment here and as a Prima service cadre (ILP), we picket the cleanliness with our cadre friends, ma'am. What is your impression of this waiting room? He he he sorry ma'am, if we seek treatment, we bring an ambal from home so that it is comfortable because there is no chair. As long as you seek treatment and become a cadre here, how complete are the equipment for perikso and medicines? If the problem of perikso tools is there, if the drugs are sometimes lacking but petusne promised to deliver them later, I will take them at home first, ma'am said. If you need treatment here, are the officers available here? If this putu is not available every day, maybe it's because the officers feel uncomfortable here. Why is that mom, how come it's uncomfortable? Yes, how can I wait here mom, the door is broken, the windows are also bad, you can see the roof ceiling is broken, I'm afraid there are rats he he he. If you seek

treatment here, what is the attitude of the officers with you? If the petus here is friendly, patient, it's good. If you go for treatment and are given medicine by the staff, do you feel that it fits, or does it heal? Thank God it fits, I'm better. Now if you said earlier that the pustu is not open every day, what if you or your family need treatment? Oh if that's the case, we call the health center and complain about the pain, then usually the officer comes to the house and gives the medicine, ma'am. If I may know, are you satisfied with the current service or what are your hopes for the future for the services at this pustu? I hope that this puskes will be waiting so that we don't have to go far to the puskes in the city, sometimes to the midwife's practice, it's not free, I also hope that the pustune will be improved so that it will be comfortable for those who are waiting. Okay ma'am, thank you for your time. Sami sami ma'am.

Respondent 4: 2025-06-13-06-40-83 (NY. A) Harapan Jaya

About your experience of getting services during treatment at the auxiliary health center.

What is her name ma'am? Atik widiosari, what age is ma'am? 41 years old. oh still young, what do you do? Staff at the village office, oooh the village office staff yes, since when did you use the services at the pustu whose conditions are like this please tell me, what is the impression? please tell me, what, how is the service at the pustu? if the problem is the health workers, what is the impression of the service? If it's about the health workers, thank God they serve the community well, even if for example they have not been served in the afternoon or evening, but usually they continue to be served at the pustu or at the poskesdes, with the condition of the pustu like that, can services be carried out? Yes here at the poskesdes, in the past when the condition of the pustu was still good, services could be carried out and medicines were available.

In the past, when the pustu conditions were still good, services could be carried out and medicines could be served. the community also needs it, since the condition of the pustu like that is not feasible, then the service is moved here (poskesdes) the service is still running, so the service is moved to the poskesdes and the officers who come here? Yes, thank God. If the mother wants to consult a health problem how is your impression? For me personally, it is easy if the consultation can be a solution to be told this, the medicine is this and this, yes the service is good. What is your impression of the midwives, ma'am? Yes, thank God. The midwives are from this village, if you used to be from Muara Enim, so you were still reluctant if you wanted to consult health problems, if now because the midwives are from this village it is easier to consult and find solutions and the treatment is also easier In addition, is there any hope for the Pustu in the future? Yes, the hope is that the building is from the government, so that it can be repaired by the regency, so that those who occupy it are more comfortable and can be occupied by midwives and the power can wait for nurses or midwives, yes like that'

Respondent 5: 2025-06-13-04-22-26 (NY. I) Harapan Jaya

Mother's experience of getting services during treatment at the auxiliary puskesmas.

The auxiliary health center is in this condition, although it has been transferred to the poskesdes. What are your obstacles so far? I don't think so now. In the past, because it was once a week here, there was no midwife in the past. But now, thank God, it seems to be active as usual. If I'm not at the puskes, I can go to my house. If the service is every day? Here? No, once a week. This Poskesdes? Once a week, at what time? On Tuesdays and Fridays, twice. The circle here twice too? No, only on Tuesdays. Oh, market day, Tuesday. This is Friday Dadal. So the new circle is open? Yes, it's only on Fridays like this. What about other days? What do you think about the medicine, the midwife's service? It's good. What's good? The person is pretty. Friendly too. Thank God, it's also suitable for treatment here. If we are served, given medicine, accordingly healed. Have you ever had any complaints? I don't think so. I heard there was one once a week? Tuesday and Friday. What do you expect? The service should be every day. What is your expectation? I want it to be every day, someone is waiting at the health center. Half a day, it doesn't have to be a day. That's what I want. Maybe they have a lot of activities elsewhere too. Activities elsewhere? Yes, the

focus or what. In other places too, if there is a meeting at the main puskesmas. If it's a service issue, the focus is here, right? What are your hopes for the auxiliary puskesmas? What is the condition like that? I want it to be rebuilt. Built? Have you ever, as a member of the community, had a complaint that the pustu be built? Have you ever had a village meeting? I've had a village meeting, but I don't know how the process went. Have you ever been included in a village meeting? It has been included in the Musrimbangdes, hasn't it? I will clarify it later with the village head, Mr. Trimo. You said there was an innovation for pregnant women at the posyandu, has it been proposed? A proposal has been made, but not yet proposed. So the hope is that the pustu will be built? And do the health workers wait at the puskes? No, twice a week they wait at the pustu. The pustu is like the old days. In whose time, Mr. Meri's time? Before Meri? Before Meri too. Did you wait? He even lives here. So the hope is that in the future, the assisted living center will be repaired, built? Actually, yes? It's better if the power is steady there. Especially if it's a similah. At least the working hours, ma'am, every day. So if you come here, there is a standby. I don't have to go to the house. If you seek treatment, what kind of treatment? Only hot fever is often here, thank God it's healthy. Have there ever been families who have been referred or anything? I don't think so, never. Yes, maybe, the awareness of the community to be healthy has begun to exist. I told the village head too. Okay, thank you mom.

Respondent 6: 2025-06-13-07-19-26 (NY. S) Harapan Jaya

What is her name? Sri Agustina. How old is she ma'am? 42. What does she do? Village official. This is me from yesterday - yesterday, my patients were all mothers. The men who work in the garden, do they come home at pinten time? It's often in the afternoon. What time when you finish the palm oil? Sometimes at 4, sometimes at 5. Not necessarily. If you are sick, where do you go for treatment? Yes, the midwife. Do you go home? Sometimes he doesn't go to the house, he tells us to ask the midwife for medicine for this illness, like that. It's like that. Order dong, what about the water problem here? Is it available? If you want to be clean, there is water. There is also PAM, but the water is still not smooth. It's not smooth, right? That's what it means. Okay mom, thank you very much for telling me. Hopefully what we talked about earlier has benefits for health development here, yes, this is because this interview is official and there is this information explanation letter. There is a mother's signature, please sign it here.

Respondent 6; 2025-06-13-07-19-6 (NY. S) Harapan Jaya

About your experience of getting services during treatment at the auxiliary puskesmas. How is the mother's experience during treatment at the auxiliary puskesmas, which is in this condition even though it has been transferred to the poskesdes, what are the obstacles for the mother so far? Oh yes, ummmmm if now I don't think so, if it was in the past, because here once a week sometimes there is no midwife, if now alhamdulillah I think it is already active like not in the puskes to his house. If the service is every day ma'am? here. not once a week in this poskesdes once a week, what time? eeeemmm ... kalangan, ooh until Friday, yes, fitting kalangan Tuesday to Friday 2 times. Kalangan here is enough 2 times too, no? kalangan is only Tuesday. Ooh market day, this is no circle Friday, the new circle is open huh? yes the same Friday, if the other day at his house If the problem of medicine, what do you think about the service of the midwife? Alhamdulillah good. What is good? the person is beautiful, ha ha ha ha friendly too, thank God, it is also suitable for treatment. here, what complaints we are served, given the appropriate medicine. Healed, have you ever had any complaints? I don't think so. Now I heard that there is a service once a week? 2 Bu Tuesday and Friday. oh yes Tuesday and Friday If your expectation is how should the service be carried out every day? Yes ma'am, every day, half a day from morning to evening, I wish it was like that, maybe they have a lot of activities elsewhere too, maybe at the Puskesmas or where, I don't know.

If the problem of Posyandu services here is in the village health center, Now if the mother's hope for the auxiliary health center that conditions like that what? Yes, I want it to be built again Well, mother as a member of the community, there are complaints that if the pustu is to be built, there have been village meetings or what is the name Musrembangdes? yes, if the meetings from the

village have been proposed, yes, but I don't know what the story is. I have also clarified with the village head, Mr. Trimo, he said that it has been proposed in the Musrebangdes, so what is the power? Do you want to wait for the pustuh twice a week? If possible, like in the old days when Mr. Merry and Mrs. Jaslih were waiting here, so that if you need treatment, there is someone who is waiting and served. For the fathers, how do you get treatment here? If the father is sick, he asks me to take him to the pustuh with his complaint and is given medicine by the midwife, because his father works in the garden. Okay nyuwun sewu ma'am, there is an informed consent, if you want to sign it or if you want to sign it here, thank you ma'am, hopefully the mother and family will be well. Jeh mom sami sami- sami.

Respondent 7: 2025-06-14-10-06-69 (NY. E) Sakajaya

About your experience of getting services during treatment at the auxiliary health center. Introducing my name is Mrs. Atika, but nyuwun pangapunten, I'm here to represent you he he he, my purpose of this interview is to find out your experience while getting services at this Pustu? Yes for the last 6 months, asmane sinten ma'am ?Eeni, age? 40 years old, Nyuwun pangapunten her job? housewife. Mrs. RT huh ha ha ha ?Ha ha ha... yes his father is also RT. Then later during this interview, because I am official and there is an agreement that I have explained earlier, you sign that you are willing to be interviewed voluntarily without coercion in the hope that what we get is for the improvement of the health services of the puskes pembantu, nyuwun pangapunten ma'am, here I ask for her signature, Mrs. Eni yes. Yes ma'am, okay thank you, can we start ma'am? Asalamualaikum wr.wb.Waalaikumssalam wr.wb. How many years have you been using this pustuh service? Since there is an official here. Can you tell me, let's just role-play, what have you felt since you got the service here? Yes, if the service problem is normal, ma'am, it's the same as when we go for treatment, we go for treatment anywhere, like that's the standard. It's just that if we are in the village if we are sick with a fever, we are lazy to move, we have a number who is waiting here, we can consult via wa and telephone, we can come not to the house, I can later see you at home, so it's more comfortable.

Is that because it's far from here or you can't walk, is it far from your house? No, ma'am, the standard is at most 1 km maybe, but sometimes we have a fever, our husbands are lazy in the garden, we have elementary school children, if we move, they will come, so just call, they will come. Now during the service how was the attitude of the health worker? Good, yes, that means when needed, if they don't have a job, respond quickly, friendly from the tutor, yes, the attitude is good If the problem of medicines is always ready?The medicines are always ready, sometimes at that time my husband worked in the garden, ngebiding if here, well the knife hit the wire into his shoe (dongdong shoes) until it penetrated his leg, then brought home, well that hurts, well given the medicine by the midwife, injected anti-tetanus drugs, I think Zonk has never been and treated the wound, if there is medicine that is forgotten, the midwife comes home and is delivered to the house.What does the mother need...is the medicine always ready according to her needs? If it's a matter of service, I am not only a patient but also a cadre. Oh Posyandu cadre, yes? Bumil Posyandu cadre, yes, what I need most is that, if it's a matter of medicine I don't understand, medical equipment I don't understand, but if I propose it either to the Health Center or to the Village, I am currently asking for additional food for pregnant women, if the toddler is already there, not additional food, but that you know while waiting so that you don't get bored, if you used to be given snacks, now there are no more.Oh the pinginya innovation for pregnant women huh? Hopefully later the village can realize it. What about opening the library? What time is it open? Yes every day, she lives here, Oh so 24 hour service, and want the pustuh to be waited for, if you need treatment there is a midwife.yes ma'am. Okay ma'am, thank you, for the hope that there is a snack while waiting at the posyandu Bumil can what yes, if the posyandu balia can porridge iji beans, balloons so that it is not bored.Yes ma'am so lobbying to the village, if the village funds are liquid, want to buy fruit like that. Mr. Surat is a good person, he will definitely support, okay, thank you, Mrs. Eni, assalamualaikum.Yes ma'am, waalaikumsalam.

Respondent 8: 2025-06-14-07-10-03 (NY. G) Sakajaya

About your experience of getting services during treatment at the auxiliary health center.

I will first explain the purpose of my interview with this mother, one of which is to find out what your experience is while receiving services at this pustu saka jaya, are you a native here? I am a native of Unit 8, but married to someone here oh unit 8, unit 8 ya hope jaya yes he he he Jodoh. yes ha ha ha I will convey this later confidentially, the purpose is also for my education in the hope that there is a development towards a better direction for services in this pustu, nyuwun pangapunten ma'am I have a format that must be signed because this is official and voluntary without coercion for administration, so there must be a signature.

Nyuwun pangapunten, asmane sinten ma'am, Gustimah. age. yes? 34 Occupation? housewife. Can we start ma'am? I'm Mrs. Atika, Mrs. Atika Zainab, so let's talk from the heart, he he he. Yes, how long have you been receiving services at this pustu? At the pustu, the services are ooh from yesterday's pregnancy, yes 2 to 3 years.

pregnant with the first child, yes? pregnant with the second child, the first child has grown up. What do you think about the services at this auxiliary health center and the medicines? Yes, in my opinion, the service problems are the same wherever you work, the medicines are standard, if the attitude of the health workers is the friendliest, basically we are friends. What about the condition of the library, its cleanliness? The cleanliness can be said to be a bit lacking when it is crowded, because there are many children, if there are no children, it is clean. When you were pregnant yesterday, did you come here or did Mrs. Fajar come to your house or via cellphone? I came here, was examined, given medicine, and anything less, I went straight here. More than 3 times, have you been immunized during pregnancy? Immunization ... injection ..., not yet. When you were pregnant? Emmm..he he he ,The problem is that when I was pregnant, immunization was not yet here, but at the Puskesmas. Ohh... the officer is not here yet? There is already, but he was told to go to the Puskes, the HB check was told to go to the Puskes.ohh the injection is here, TT? there is TT, but he was told to go to the puskes.Oh maybe that's because the TT injection in one bottle is for 10 people, so that's why he was told to go to the Puskes because it would be dangerous if only one person but since I became a Bumil cadre here, I started to be injected here. I actually hope that there is a waiting time every time, morning, afternoon, evening, night because we don't know when the child has a fever. oh ... I want you to wait at the pustu whenever you need it, whether it's in the morning, afternoon, evening or night. yes, if you wait for a child with a fever, it's not that. yes, I understand what you feel, you worry if your child is sick, okay, thank you, ma'am, I'm asking for your signature here, hopefully your children will be healthy until they go to higher education.

Respondent 9: 2025-06-14- 06-23-99 (NY. L) Sakajaya

About your experience of getting services during treatment at the auxiliary puskesmas.

I am Mrs. Atika, a student from Pringsewu University Lampung, nyuwun pangapunten ma'am asmane sinten? Don't speak Javanese ma'am, I'm not Javanese. Ha ha ha I think all Javanese, what's her name? Lina, use long mom? Lina Sulantari.Her age: almost 41.What job? Housewife Later as long as we ask and answer the mother does not have to worry, please tell me honestly what unek unek mother against the auxiliary health center because this is confidential, although recorded for my administration, this is voluntary without coercion, later after we discuss there will be later I ask for his signature. Can we start ma'am? How long have you been receiving services at this pustu? I am new, only 1 year. When you go to this auxiliary health center, you don't just get sick, you also take birth control injections when you are pregnant, right? Birth control injections, pregnant here but still upstairs, this has not been built yet, this is new, there used to be an old midwife there. What about the attitude of the health workers? If you need them, they are there, they are good. What's good? The people are friendly, the attitude is good, now we have cell phones, we just call, if not we wait because midwives often go to the health center in the city. but if Ms. Tri has not returned from the health center here, she said that if there is a meeting, permission for a long

time or not is usually like that. What kind of sickness do you seek treatment for? Fever, dizziness, lack of blood, hot children. How about the medicine, is it cured if you take it, is it appropriate? Yes, it is complete, healed. What are your expectations for the future? Yes, I want it to be done again, I don't have any wishes, it's good. It's enough with this, don't have any expectations about cleanliness? Yes, no, ma'am, please make it tidier, please understand that Mbak Tri has small children, she is alone again Okay, ma'am, thank you, here, ma'am, please sign, I hope you are always healthy, ma'am.

Respondent 10: 2025-06-14-05-15-05 (NY. Y) Sakajaya

About your experience of getting services during treatment at the auxiliary health center.

Let me introduce myself first, I am Mrs. Atika. My purpose here, I am a school after old age, still enthusiastic. So please participate, we are discussing the problem of health services at this pustu. Excuse me, ma'am, who am I talking to? Yeti Hariani, ma'am. Yeti? Yes. Yeti Hariani, what do you call her? Yeti, ma'am. How old is she? She's 40, not 40, but 39. Her occupation? She's a housewife. The men work in the oil palm plantation, yes? Yes. During this discussion and question and answer session, don't worry, okay? Yes. Because it's voluntary, there's no need to cover it up, just be honest. After the last one, I want to sign it, ma'am, okay? There is this letter. And can we start? Yes. Mom, how long have you been receiving services here? It's been a long time, ma'am. Since I've been here. Born here? No, ma'am. My husband is from here. I'm from Palembang. Both of us are Palembang people. How many years have you been here? Since marriage, huh? Yes, since marriage. It's been 12 years. How many children are there, ma'am? About to start 5th grade. How many children? Two. The little one? The little one is in 2nd grade, about to start 3rd grade. Birth control, huh? I don't take birth control, ma'am. I used to take birth control, ma'am, when I had my first child. The one-month one, right. But it was always bad, Mom, in the body. It doesn't fit. Injections, huh? Yes, injection. So I kept having spots, Mom. Then after that, because I thought about the age, right, ma'am. So I had the second child. Child number one was 2 years old. The second child was born. Without independent family planning. Yes.

After that, it's been 40 days. KB in one month, ma'am, try it first, yes. Try again, it's not suitable either, Mom. I still have ngeflek. After that, once the three-month family planning. So the month doesn't come every month, Mom. The month comes when it's about to run out, three months before the month comes. Yes, it's like that. After that, her body felt bad and swollen. So since then I've never taken birth control until now. Natural birth control. Yes. It's not that the father doesn't take birth control. No, he doesn't. Just try consulting, deh. What mothers are suitable for. I, ma'am, honestly don't dare, ma'am. Also, my husband doesn't force me to use birth control. We understand each other. Yes, we can work together. Good, that's a good agreement. That means, ma'am, here as long as you get the service, it's about family planning. If the child is sick, they come here. Yes. Is there any? There is, ma'am. If it's binantri, it's because she's been hit too. So even if it rains, he still comes. When it comes to the medicines, are they always ready? Ready. What do we need to be healed? I've never been told, for example, "Wow, there's no medicine, just take it there. No, never. What are your hopes for the future? For khustus, khustus servants. Problems whether it's the screen, the building, or the environment here. If my hope is, hopefully if the building screen is repaired again, why? Let's see, it's called a health place, ma'am, right? I mean, let it be clean. It's more comfortable, ma'am. As for the service, it's already good. It's good, ma'am, if you can improve the pustu. Make it cleaner, huh? Yes. So that it's comfortable. Yes, yes, ma'am. Let it be comfortable. This is an old building. It's good that it's here, it was worse there. It's worse there. Okay, ma'am, thank you, yes. Yes. Thank you for your participation ma'am, may we always be healthy ma'am.

Respondent 11: 2025-06-14-10-56-40 (NY. T) Sakajaya

About your experience of getting services during treatment at the auxiliary health center.

I am Mrs. Atika, he he he wes tuek but still in school, ma'am he he he is still enthusiastic ma'am. Yes, still enthusiastic, so my goal here is that I want to write a thesis so the task is to interview the

mother, it is voluntary without coercion, and we will interview what is there, talk about it, don't hesitate to be as honest as possible for your experience of getting services at this pustu. Can we start ma'am, whose name is ma'am? Titin Nuryanti. What do you call her? Her age? Titin, age 33. Occupation? Yes, housewife. Yes, after our interview, I also have a letter signed by the mother to complete my administration, this is the witness the village head also signed, How many years have you received services at this pustu? It's been years, it's been a long time for me too. In addition to the problem of mothers seeking treatment here, if your family or children seek treatment here? Yes, sometimes coughs, colds, fever, if you can't come here, just call Ms. Tri and she comes to the house. Then the medicine she gives is suitable, cured, yes cured, suitable, sometimes I take the medicine because I am also an elderly cadre, so I don't go anywhere else, just here to take the medicine. So it helps a lot if the officer waits here? Yes, sometimes we want to go out far away, especially the elderly can't ride a motorcycle, I want to be escorted, I'm busy and can't wait, so Mrs. Tri goes to the house. So mom is also the cadre of the elders, ha ha, the elders are here because many Javanese people have diabetes, yes, diabetes, cholesterol, diabetes I think a little deh.

But if it's a matter of medicine because the elderly cadre mother, where do you take the diabetes medicine? Yes to the midwife, because she understands the drugs. Have you ever if the medicine is lacking the midwife buys it outside? The cadre is in stock so if the stock runs out the cadre looks for it, there are other cadres too. During my time as a cadre, how was the attitude of the midwife? As long as I joined here, the attitude of the midwife was good, friendly, but sometimes other people could not accept it, we are different, ma'am, there are personal problems included, but not me. What are your hopes for the future, the infrastructure, the equipment in this pustu? Yes, I hope that the equipment will be added, so that those who are waiting are comfortable and the service is even better. Then the problem of waiting time, working time? oh if now we are checking with the village, because yesterday there was PMT during the waiting time at the posyandu, if you stare at it, it's not good while waiting, there used to be from health, now there is no more. What is the solution then, maybe from health there is no stock, so what is the solution? there is no stock, so what is the solution? If now the solution is still private funds, well besides that we submit proposals to the village. If the village head, Mr. Surat, is a caring person, how many times has he been elected, just try it. 3 times already, yes we have completed the requirements for village funds, yes the proposal. For the damaged health center, was there any involvement from the Musrimbangdes? The old pustu was going to be renovated, but seeing its condition, it is no longer feasible, and it will collapse again. If a new one is built, how about it? Yes, thank God if a new one is built, because in this pustu it is the nurse or midwife who waits, while we have a poskesdes, fortunately Fajar wants to move here. It's okay mom, thank you for your pro-active participation, may we always be healthy and the children always be healthy, this is asking for your signature here. Yes ma'am, you are welcome.

Repeating all for each transcript

From the results of reading the transcripts, researchers can identify important statements from informants, namely:

- a) *The service is good, the midwife is friendly, patient.
- b) *It is often empty, so we go to the midwife practice or the main health center which is far away.
- c) *The Pustu opens at 9 and closes at 12.
- d) *I wish the Pustu was staffed so it would not be empty.
- e) *The medicine is sometimes lacking, so we are directed to the main health center, but it is far away.

Making groupings that have meaning and significance for each significant statement.

To form categories and collections of words that have the same meaning from each informant, the categories collected are made into a narrative and the researcher presents them in the table below.

Table 2.
Identification of Significant Problems

No.	Themes	Transcript	Sub-theme
1	Facilities and infrastructure	Significant issues	Cleanliness and comfort
	Respondent 1	*We still have to wait for the queue for treatment.	
	Respondent 2	*When we are in the examination room, it feels hot	
	Respondent 3	*There used to be guava plants in the front, but now they are no longer cut down.	
	Respondent 4	*It's also been a long time since the pustu was used, about 5 years.	
	Respondent 8	*Yes, no, ma'am, it's better, please understand that Mbak Tri has small children.	Completeness of infrastructure
	Respondent 3	*It was empty so we went to the midwife's office or to the city health center	
	Respondent 8	*Tau ... know once it's not worth waiting for, often entered by people too	
	Respondent 3	*Medicines in the cupboard are not neatly organized	
	Respondent 11	*Medical tools are not well organized.	Neatness infrastructure
2	Quality of service of health workers		Competence
	Respondent 2	*Yes, it means what I need, I say honestly, yes this is this, he knows immediately given service	
	Respondent 4	*If it's a problem with the health workers, the service is thank God they are good at serving the community, even if for example they have not been served in the afternoon or afternoon, but usually they are there and then served.	
	Respondent 10	*Yes what else if there is no one here we need, but if Ms. Tri hasn't returned from the health center here, she said that there is a meeting, permission for a long time or not usually like that.	
	Respondent 10	*Yes what else if there is no one here we need, but if Ms. Tri hasn't returned from the health center here, she said that there is a meeting, permission for a long time or not usually like that...	
	Respondent 4	*I used to be from muara enim, so I was still reluctant to consult health problems, but now because the midwife is from this village, it is easier to consult and find solutions and get treatment.	Speed of service
	Respondent 6	*sometimes there is no midwife, but now alhamdulillah it seems to be active, as if there is no puskes to his house.	
	Respondent 7	*we have a number who is waiting here, we can consult via wa and telephone, can come or not come to the house, I can later see the mother at home, so it's easier. mom at home, so it's more comfortable.	
	Respondent 2	yes, it means what I need, I say honestly, yes this is this, he knows immediately the service is given.	Service accuracy
	Respondent 4	*When the condition of the pustu was still good, services could be carried out and community medicines were also available, since the condition of the pustu was not feasible, the services were moved here (poskesdes)	
	Respondent 11	*I came here, was examined, given medicine, lacking- lacking anything, directly delivered to the house of the medicine that was lacking.	
3	Attitude and empathy of health workers		
	Respondent 1	* Mr. Imam is kind, friendly and patient	Friendliness
	Respondent 2	*Good, friendly, his affection is like this, honestly ma'am I don't make it up to be friendly with those ladies	
	Respondent 3	*The officers are good, friendly not frowning	
	Respondent 5	*The health workers are friendly	
	Respondent 7	*Good, yes, that means when needed, if they do not have work, respond quickly, friendly from the tutor, yes good attitude	
	Respondent 9	*The people are friendly, the attitude is good, now there is a cellphone we just call, if not we wait because mom is here at the puskes.	
	Respondent 7	*we have a number who is waiting here, we can consult via wa and telephone, you can come or not come to the house, I can see you at home later, so it's more comfortable, ma'am.	

Respondent 11	*There continues, because this midwife Tri lives here and is diligent too, besides that she is familiar, sometimes if it rains she still comes.	
Respondent 3	*When I complain about my pain, the midwife listens and provides a solution.	Communication
Respondent 4	* For me personally, it is easy to consult if the solution is told this, the obat is this and this, so it is like the service,	
Respondent 7	* We have a number who is waiting here, we can consult via wa and telephone, you can come or not come to the house, I can see you at home, so it's more comfortable, mom ...	
4	Expectations for service improvement	Facilities
Respondent 1	*Yes, I want the pustu to be waiting so that I don't have to go far for treatment.	
Respondent 2	* Yes, the working hours should be half past eight and dismiss at four in the afternoon. Hopefully half past eight is already here.	
Respondent 4	*Yes, the building is from the government, so that it can be repaired by the district, so that the occupants are more comfortable and can be occupied by midwives and the staff can wait for them.	
Respondent 5	* The condition of the library is yes ma'am, hopefully the service will be improved quickly ... better.	
Respondent 7	* Yes, ma'am, so lobby the village, if the village funds are disbursed, I want to buy fruit.	
Respondent 8	*I'm actually grateful to the waiter every time. Evertime, morning, afternoon, evening, night because we don't know when the when the child has a fever.	
Respondent 10	*Hopefully like the building this is a health place yes ma'am so I hope it will be improved again so that it looks neat, clean and cool	
Respondent 11	*Yes, hopefully it will be divided again, the equipment is not too big. Equipment added, so that those who waiting are comfortable and better service again	

Some meanings that emerge from significant statements:

- a. Satisfaction with the attitude of the staff: Officers (especially midwives) are considered friendly and helpful.
- b. The limited operational time and attendance of the staff make it difficult for the community to get services on time.
- c. Limited infrastructure (chairs, fans, waiting room, cleanliness, medical equipment).
- d. Difficult access to the main health center is an obstacle when referrals are needed.
- e. The importance of midwives living in the village, as it facilitates access and communication.

Categorizing into Themes

The resulting themes:

- a. Positive and Responsive Attitude of Staff
 - 1) The majority of informants were satisfied with the midwife's friendly attitude and readiness to come to the house.
- b. Limited Attendance and Service Schedule
 - 1) Many informants complained that the Pustu is often closed or only open 2-3 times a week.
 - 2) Some mentioned that services are only available from 9am to 12pm.
- c. Limited Facilities and Infrastructure
 - 1) Facilities are minimal, such as no waiting chairs, uncomfortable rooms, no plants, and the arrangement of medicines is not neat.
- d. Barriers to Referral Access
 - 1) Long distance to the main health center causes patients to often not continue treatment.
 - 2) Community Desire for Pustu to be Active and Staffed
 - 3) The community expects Pustu to be active, open every day, and staffed by midwives, especially those who live in the village.
- e. Role of Village Government in Supporting Health Services
 - 1) Village officials hope that there will be an allocation of Village Fund to support

development and UKBM programs.

Formulating and organizing meaning into themes.

At this stage the researcher put it in the problem identification table below:

Table 3.
Problem Identification

No	Themes	Sub-theme	Summary of Findings
1	Facilities and infrastructure	Cleanliness and comfort	*Uncomfortable waitingroom, unkempt yard
		Completeness of infrastructure	The waiting room is not comfortable, the courtyard is not maintained *Completeness of infrastructure *It is often empty so we go to the midwife practice or to the City Health Center
		Neatness of infrastructure	*Medicines in the cupboard are not neatly organized *Health tools are not well organized.
2.	Quality of service of health workers	Competence of health workers	*The medicines given are suitable and make the patient recover. *Since I waited for the midwife, I felt good, because I could be served immediately, if necessary she came to my house.
		Speed of service	*The service at the health facility is not every Tuesday and Friday. *Different from the past when health workers lived in the area and services were available everyday. *Medicines are always ready and in accordance with patient needs
		Accuracy of service	*There are no complaints about the services provided.
		Friendliness	*The midwife's service is considered good, friendly patient and beautiful person
3	Attitude and empathy of health workers	Care	*Health workers are considered willing to come to the patient's home if needed
		Communication	*Consultation about complaints can be served well
4	Expectations for service improvement	Facilities and services	*The community expects services to be available every day, at least during working hours (07.30 - 16.00 WIB). *The community wishes for repairs to the damaged pustu building *The community hopes for village funding for posyandu activities.

Developing Description Explicit Description

From the results of grouping the themes, the researcher can describe the following:

The community feels helped by the presence of health workers, especially midwives who are kind and responsive. However, access to services is often disrupted due to inconsistent service schedules and inadequate building conditions and facilities. The community hopes that the Pustu will be more active, complete with facilities, and guarded by officers, especially midwives who live in the village to improve access and comfort in health services.

Essential Description

The essence of the community experience is: Pustu services are considered important and needed by rural communities, especially due to limited access to the main health center. Services that are responsive and supported by the presence of permanent staff are highly valued. However, the quality of service is strongly influenced by the physical condition of the facility, the presence of staff, and support from the village government. People want services that are available at all times, complete, and convenient.

Validation of Results

The validation that researchers do is through clarification of data with data sources (Data Triangulation), namely with Health Workers and Communities, Village Heads, which strengthens:

- a. Need to plan the needs of infrastructure and medicines.
- b. Village Fund support for UKBM and escorting proposals for new building construction to the district level and Bappeda.

DISCUSSION

This study aims to reveal in depth the community's experience in obtaining health services at the Puskesmas Pembantu (Pustu). The phenomenological approach used allows researchers to explore the meaning of direct experience from the community, cadres, and village officials as users and observers of basic health services at the village level. From the results of the data analysis process that researchers conducted, the findings obtained from the community's experience in obtaining services at the Puskesmas Pembantu are as follows:

Positive and Responsive Attitude of Officers

One of the main findings is the high level of community satisfaction with the attitude and responsiveness of health workers, especially village midwives. Informants stated that midwives who are friendly, patient, and even willing to make home visits are an added value of the Pustu service. This friendly attitude creates a sense of comfort and security for the community when seeking treatment. This finding is in line with research by Novitasari (2022), which states that empathy and good interpersonal communication from health workers contribute significantly to patient satisfaction and continued visits to primary health facilities.

Limited Attendance and Service Schedule

Limited operational schedules are a serious barrier to service access. Some informants mentioned that Pustu is only open 2-3 times a week, and sometimes there is no staff at all. This causes the community to divert their visits to private midwife practices or the Main Health Center, which is further away. This phenomenon indicates problems with service sustainability and consistency, as suggested by Sari et al. (2020) who stated that the continuous presence of officers at Pustu is an important indicator in strengthening community trust in primary care.

Limited Facilities and Infrastructure

Inadequate physical facilities were also a major complaint. Informants mentioned that there are no waiting chairs, fans, a comfortable waiting room, as well as an untidy arrangement of medicines. The cleanliness of the Pustu environment is also a concern, which impacts on the comfort of the community when accessing services. According to WHO (2021), a proper physical environment and supporting facilities greatly influence people's perception of service quality. Clean, organized, and complete facilities are part of the patient's right to quality service.

Barriers to Referral Access to the Main Health Center

Many informants stated that if medicine is not available at the Pustu, they are referred to the Main Puskesmas. However, the long distance and limited transportation are major obstacles. This causes some residents to choose not to continue treatment, potentially reducing the health status of the village community. These results are supported by Penchansky and Thomas' (1981) theory of health service accessibility, which states that accessibility consists of geographic reachability, availability, and acceptability. When geographic and availability aspects are compromised, health service utilization will also decrease.

Community Desire for Active and Expected Pustu Officer

Most informants voiced a strong desire for Pustu to be open every day and attended by permanent staff, especially midwives who live in the village. This finding reinforces the WHO concept of Continuity of Care, where continuity of service and staff presence are key to the quality of primary care, especially in rural areas.

Role of Village Government in Supporting Health Services Health

Informants from the village apparatus emphasized the importance of supporting Village Fund allocations for Community-Sourced Health Efforts (UKBM) activities, including the construction and repair of Pustu buildings. The active involvement of the village government in overseeing development proposals to the district level and even Bappeda is evidence of commitment to community health. This shows that synergy between health workers and village government is essential to optimize health services at the community level, as confirmed in (Minister of Home Affairs of the Republic of Indonesia, 2018) on Village Financial Management.

CONCLUSION

This study aims to explore in depth the community's experience in obtaining health services at the Puskesmas Pembantu (Pustu) using a phenomenological approach. Based on the results of in-depth interviews with the community, cadres, and village officials, the following main conclusions were obtained: The community is satisfied with the services provided by health workers, especially the village midwife who is friendly, patient, and responsive. Inconsistent services, with limited operational schedules and erratic attendance, are a serious obstacle to accessing health services in the village, Inadequate facilities and infrastructure, such as an uncomfortable waiting room, lack of supporting equipment, and unclean Pustu environment, also affect community satisfaction, Geographical constraints and lack of transportation prevent the community from continuing treatment to the main Puskesmas if services at the Pustu are insufficient, thus potentially reducing the health status of the community, The community hopes that the Pustu will operate every day and be staffed by permanent staff, to ensure the continuity and preparedness of primary health services in the village, The village government has an important role in supporting the continuity of services through budget allocation and advocacy for the development of health facilities to higher levels. In general, the existence of Pustu is very strategic and needed by the village community, but needs to be improved in terms of attendance of staff, completeness of facilities, and continuity of services.

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