

Nursing Legal Compliance to Implementation of The Code of Ethics Nursing in Health Services at The Medan Denai Community Health Center

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Abstract

This study aims to assess nurses' legal compliance with the nursing code of ethics in health services at the Medan Denai Health Center, located on Jalan Jermal XV, Medan Tenggara. The research method used is quantitative with a sociological and descriptive juridical approach. The total sample used was 12 nurses using total sampling technique. Data was collected through a questionnaire that included demographic data and compliance with the nursing code of ethics. The research results showed that the majority of nurses had memorized and implemented the nursing code of ethics well in their practice. However, several obstacles were also found related to physical and mental fatigue and limited facilities. Based on these findings, it is recommended to add nursing staff, update facilities, continue training, optimize service flow, and improve communication between staff. This research concludes that efforts to improve the quality of health services at the Medan Denai Community Health Center are still needed to meet ethical and professionalism standards.

Keyword: Nursing Code of Ethics, Nurse Compliance, Medan Denai Health Center

1. INTRODUCTION

Main capital in frame growth and life nation and have role important in formation public Fairness, prosperity and prosperity are health. As stated in opening The 1945 Constitution of the Unitary State of the Republic of Indonesia states that health is one of the element well-being general that should be realized in accordance with ambition Indonesian nation through sustainable National Development based on Pancasila and the 1945 Constitution of the Republic of Indonesia. Article 28H paragraph (1) of the 1945 Constitution, which states: *"Every person has the right to live in physical and spiritual prosperity, to have a place to live, and to have a good and healthy living environment and the right to receive health services."* Community health development requires health efforts, health resources and health management to improve the highest level of public health based on the principles of welfare, equity, non-discrimination, participatory and sustainable in the context of developing quality and productive human resources, reducing disparities, strengthening quality health services, increasing health resilience, ensuring a healthy life, and advancing the welfare of all citizens and the nation's competitiveness to achieve national development goals. Health development public the more kind and open so that create independence and encouragement development industry health national at regional and global levels as well push enhancement service safe, quality and affordable healthcare for public for increase quality life public. Health Services are all form activities and/ or series activity services provided in a way direct to individual or public for maintain and improve degrees health public in form activities and/ or series activity services provided in a way direct to individual or public for maintain and improve degrees health public in form promotive, preventive, curative, rehabilitative, and/ or palliative.

Shapes context service implemented publicly with either by the government is Services in the field health. Service health must fulfil various condition among them that is available facilities and infrastructure, mutually relate between patient and provider service, easy reachable and quality so that maintenance service health can reach desired goal so will give impactful satisfaction to desire patient for return to institution that provides service effective the health. Public health center is one of available means support realization maintenance service health based on Minister of Health Regulation Number 43 of the year 2019 concerning Community Health Centers stated that objective general service health through Public health center is for

create a work area Healthy health center, inside frame realize Subdistrict Healthy for reach Healthy districts /cities. Community health centers are also one of them means in giving service nearest health with public. Therefore that for implementation of health efforts quality for public in the region it works, then team management Public health center must capable work with kind and professional, below coordination and supervision head running health center function his leadership is good and appropriate in accordance with situation and condition. Health efforts provided must always notice interests, needs and hopes public as consumer external, interests and satisfaction from all over staff Public health center as internal consumers , as well government area district / city as owner / owner. Health efforts Community Health Center implemented in a way even and quality in accordance standard, realized with proof exists repairs and improvements achievement of indicator targets health society and individuals. For reach matter the required support source adequate power good in type, quantity nor functions and competencies in accordance established standards, and available appropriate time at time will used. Management source power and quality is one unity system management Community health centers that don't separated one with others. In terms of this task power health is organize or do activity service quality health in accordance with field expertise, one of them is power nursing. Nursing staff is one of the Health workers are very important in Health services in the community. Nurse as one of the power health at the health center operate task in accordance with its role and function. According to the Indonesian Ministry of Health that role nurse Public health center there are 12 aspects and six among them is role mandatory to carry out nurse Public health center including giver care nursing, inventor case, educator health, coordinator and collaborator, counselor and as role model. Nurse Public health center have task principal give service nursing in form care nursing individual, family, group, and society. For reach community independence.

On scope order community or at the Community Health Center existence nurse of course no can ignored. Public health center as facility service health level First in carry out development health naturally must be optimal and high quality. Public health center must carry out duties and obligations in Service health in the form of effort health community (UKM) and efforts health individual (UKP) with quality is a must awake. In maintenance service nursing must in accordance with standard profession, standard service profession, standard procedure operations, and ethics profession as well as Patient Health needs. Therefore That in service health code ethics nursing must still upheld and implemented by a person nurse. Ethical goals nursing for everyone in the profession as nurse is arrange nurse to be in operate duties and functions can appreciate and respect dignity man as well as create and maintain trust between nurses and clients, nurses with nurse, nurse with profession others, also between nurses and society. All profession health including nursing consider ethics as element important with thus, ethics own role central in moral behavior of nurses to patients, which is very influential to enhancement health patient. Mass media in a way wide preach that provider service health considered no give professional service to need public. People believe that professional nurses are deep nurse work own moral and caring behavior to patient. Dissatisfaction patient to service nursing is impact from problem behavior ethics in service nursing where patient feel needs and concerns no fulfilled by nurses so that often give rise to problem ethics in nursing that is conflict connection between patient nor colleague. There is a sense of injustice in service nursing, lack attention and concern to patient, ignore right patient, lack value patient as well as the height demands ethics professional in every way service nursing is problem behavior ethics that occur in the nursing process based on matter that, see from many problem ethics nursing, then researcher interested for do study with title nursing legal compliance against the code of ethics nursing in health services at the medan denai community health center. With problem main thing is appointed is how obedience law nurse to code ethics nursing in service health at the medan denai health center.

2. RESEARCH METHODOLOGY

This research applies quantitative methods with a sociological and descriptive juridical approach, aiming to assess nurses' legal compliance with the nursing code of ethics at the Medan Denai Health Center, located on Jalan Jermal 15, Medan Tenggara District. The population in this study consisted of nurses who worked at the health center, with the same sample size as the population, namely 12 people, using a total sampling technique because the population was less than 100. Data was collected using a questionnaire which included demographic data and compliance with the nursing code of ethics. . After obtaining permission from the community health center, researchers distributed questionnaires to respondents who met the inclusion criteria and had agreed to participate. This process was followed by direct supervision from the

researcher to minimize interpretation errors. Each completed questionnaire is collected and analyzed to ensure data completeness, with the data then processed through coding and tabulation, and presented narratively and in tables using simple statistics.

3. RESULT AND DISCUSSION

Nurses and Community Health Centers

Nursing is a form of professional service which is an integral part of health services, based on nursing knowledge and tips, in the form of comprehensive bio-psycho-social-spiritual services, aimed at individuals, families and communities, both sick and healthy, covering all processes of human life. Nurse (*nurse*) comes from the Latin word *nutrix* which means to look after or maintain. According to Kusnanto, a nurse is a person (a professional) who has the ability, responsibility and authority to carry out nursing services/care at various levels of nursing services. According to Wardhono, a nurse is a person who has completed professional nursing education and is given the authority to carry out their roles and functions. The role of nurses is as implementers of nursing services, managers of nursing services and educational institutions, as educators in nursing, researchers and nursing development. or the role of a nurse is a way to express a nurse's activities in practice, where those who have completed formal education are recognized and given authority by the government to carry out nursing duties and responsibilities professionally, in accordance with the professional code of ethics (Asmadi, 2008; 76). Some of the roles of nurses in general are *First*, the Executive Role. Providing health services to individuals, families and communities in the form of comprehensive nursing care including providing preventive care at level 1, 2 and 3, both *direct/indirect*. *Second*, the role of the educator. This role is carried out to increase the level of health knowledge and the client's ability to manage their health. And nurses provide information and promote changes in client behavior. *Third*, the role as coordinator. This role is carried out by directing, planning and organizing health services from the health team so that the provision of health services can be directed and in accordance with client needs. *Fourth*, Health Observer. Carry out monitoring of changes that occur in individuals, families, groups and communities regarding health issues through home visits, meetings, observation and data collection. In Article 29 paragraph 1 of the Law Number 38 of 2014 said that in organize Practice Nursing, Nurse on duty as :

- a. Giver care nursing
- b. Instructor and counselor for clients
- c. Manager service nursing
- d. Researcher nursing
- e. Executor task based on delegation authority ; and/ or
- f. Executor task in circumstances limitations certain .

The Community Health Center (Puskesmas) is one of the first level health facilities in Indonesia which plays an important role in the national health system. Based on the Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014 concerning Community Health Centers, Community Health Centers are defined as regional government health organizations that are responsible for carrying out comprehensive, integrated and sustainable health efforts for the community in certain work areas. Community health centers play a crucial role in providing access to health services to the community, especially at the sub-district and village levels. The role of Community Health Centers in the Indonesian health system is very broad, including disease prevention, treatment, recovery and efforts to improve health. According to the Republic of Indonesia Minister of Health Regulation no. 43 of 2019 concerning Community Health Centers, the general aim of services provided through Community Health Centers is to create a healthy Puskesmas working area in order to create a healthy sub-district, which ultimately aims to achieve a healthy district/city. This shows how the Community Health Center not only acts as a health service provider, but also as an agent for health development at the local level.

Section 2

The health development carried out at the Community Health Center aims to create a healthy working area for the Community Health Center, with a community that:

- a. Have healthy behavior which includes awareness, will and ability to live a healthy life;
- b. Able to reach quality health services;
- c. Live in a healthy environment; and

- d. Have optimal levels of health, both individuals, families, groups and communities.

Functionally, the Community Health Center has several key functions that are very important for the community. First, the promotive function, where the Community Health Center plays an active role in health promotion activities, such as health education, public health education and public health campaigns. Second, the preventive function, through programs such as immunization, preventing disease transmission, as well as surveillance and control of disease vectors. The third function is curative, where the Community Health Center provides basic medical services and health care, including treatment of common illnesses and primary emergency services. Fourth, the rehabilitative function aims to help individuals restore their function and mobility after illness or injury. Implementation of activities at Community Health Centers is also inseparable from the existing statutory framework. Apart from the regulations already mentioned, the Community Health Center also refers to Law no. 36 of 2009 concerning Health which states that every individual has the right to access quality health care. This law provides a strong legal basis for Community Health Centers to operate their health services and ensures that these services are accessible to all levels of society. At the time of this writing, this law has been repealed and replaced by Law Number 17 of 2023 concerning Health, which replaces 11 existing laws concerning health.

Rights and Obligations of Health Workers

Post- Employment Unlawful Number 17 of 2023 concerning Health, everyone Laws (there are 11) are revoked and replaced by law this, so No There are more differentiator between Laws on doctors, dentists, nurses , midwives and others all health workers . Everything Already collected in the Constitution Number 17 of 2023 concerning Health.

Article 273

(1) Medical personnel and health workers in carrying out practice have the right to:

- a. Obtain legal protection as long as they carry out their duties in accordance with professional standards, professional service standards, standard operational procedures and professional ethics, as well as the patient's health needs;
- b. Obtain complete and correct information from patients or their families;
- c. Receive appropriate salaries/wages, service benefits and performance allowances in accordance with statutory provisions;
- d. Obtain protection for safety, occupational health and security;
- e. Obtain health insurance and employment guarantees in accordance with statutory provisions;
- f. Receive protection from treatment that is not in accordance with human dignity, morals, decency and socio-cultural values;
- g. Receive awards in accordance with statutory provisions;
- h. Get the opportunity to develop themselves through competency, knowledge and career development in their professional field;
- i. Refuse the wishes of the Patient or other parties which conflict with professional standards, service standards, standard operational procedures, codes of ethics, or provisions of laws and regulations; And
- j. Obtain other rights in accordance with the provisions of statutory regulations.

(2) Medical personnel and health workers can stop health services if they receive treatment that is not in accordance with human dignity, morals, decency and socio-cultural values as intended in paragraph (1) letter f, including acts of violence, harassment and bullying.

Article 274

Medical Personnel and Health Workers in carrying out mandatory practices:

- a. Provide health services in accordance with professional standards, professional service standards, standard operational procedures, and professional ethics as well as patient health needs;
- b. Obtain consent from the patient or his family for the action to be given;
- c. Maintain patient health secrets;
- d. Create and store records and/or documents regarding examinations, care and actions taken; and
- e. Refer patients to medical personnel or other health personnel who have the appropriate competence

and authority.

Article 275

- (1) Medical personnel and health workers who practice at health service facilities are required to provide first aid to patients in emergencies and/or disasters.
- (2) Medical personnel and health workers who provide health services in the context of life-saving measures or preventing someone's disability in emergencies and/or disasters are excluded from claims for compensation.

These articles emphasize that nurses, doctors and other health workers have the same rights and obligations in medical practice, ensuring that all health workers are treated equally in the eyes of the law. This research explores how nurses at the Medan Denai Community Health Center comply with professional standards, professional ethics and legal provisions, which include obtaining correct information from patients, providing health services according to standards, maintaining patient health secrets, as well as the right to obtain legal protection and professional development opportunities. Thus, this study aims to assess not only compliance with the code of ethics, but also the application of the principles of equality and justice in health practices at Community Health Centers, in line with the latest legal mandates that strengthen the equal rights and obligations of all health workers in providing services.

Implementation of the Code of Ethics Nursing in Health Services at the Medan Denai Community Health Center

In the nursing profession, ethics and morals are a foundation. Both ethics and morals should be a solid basis. If its robustness is doubted, then nursing science will falter which will have an impact on nursing interventions. Nursing intervention does not guarantee that patients receive professional service. Ultimately, it is possible for nurses to provide services that cannot be accounted for. Referring to the Regulation of the Minister of Health of the Republic of Indonesia Number 26 of 2019 concerning Implementing Regulations of Law Number 38 of 2014 concerning Nursing, although the language used is not a Code of Ethics but the Duties and Authorities are contained in:

Article 16

In carrying out Nursing Practice, Nurses serve as:

- a. Nursing care provider;
- b. Counselor and counselor for clients;
- c. Nursing service manager;
- d. Nursing researcher;
- e. Executor of duties based on delegation of authority; and/or
- f. Executor of tasks under certain limitations.

Article 17

In carrying out duties as a provider of nursing care as intended in Article 16 letter a in the field of individual health efforts, nurses have the authority to:

- a. Carry out holistic nursing assessments;
- b. Establish a nursing diagnosis;
- c. Planning nursing actions;
- d. Carry out nursing actions;
- e. Evaluate the results of nursing actions;
- f. Make referrals;
- g. Provide action in emergency situations according to competence;
- h. Providing nursing consultations and collaborating with doctors;
- i. Conducting health education and counseling; and
- j. Administer medication to clients according to medical personnel's prescription or over-the-counter medication and limited over-the-counter medication.

The Minister of Health Regulation No. 26 of 2019 above is actually the same in essence as the Decree of the Central Management Board of the Indonesian National Nurses Association Number:

043/DPP.PPNI/SK/KS/VIII/2017 concerning the Code of Conduct as an Explanation of the Nursing Code of Ethics of the Central Management Board of the Indonesian National Nurses Association, which explains:

1. Nurse and Client
 - a. Nurses in providing nursing services respect human dignity, the uniqueness of clients, and are not influenced by considerations of nationality, ethnicity, skin color, age, gender, political beliefs, religion and social position.
 - b. Nurses in providing nursing services always maintain an environmental atmosphere that respects the cultural values, customs and religious survival of the client.
 - c. The nurse's primary responsibility is to those who require nursing care
 - d. Nurses are obliged to keep everything that is known in connection with the duties entrusted to them confidential unless required by the authorities in accordance with applicable legal provisions.
2. Nursing and Practice
 - a. Nurses maintain and increase competition in the nursing field through continuous learning
 - b. Nurses always maintain high quality nursing services accompanied by professional honesty who apply nursing knowledge and skills according to client needs.
 - c. Nurses make decisions based on accurate information and consider a person's abilities and qualifications when conducting consultations, accepting delegations and giving delegations to others.
 - d. Nurses always uphold the good name of the nursing profession by always showing professional behavior
3. Nurses and Society
 - a. Nurses share responsibility with the community to initiate and support various activities to meet community needs and health.
4. Nurses and Fellows
 - a. Nurses always maintain good relationships with fellow nurses and other health workers, and in maintaining a harmonious work environment and in achieving overall health service goals.
 - b. Nurses act to protect clients from health workers who provide health services incompetently, unethically and illegally.
5. Nursing and the Profession
 - a. Nurses have a major role in determining standards for nursing education and services and implementing them in nursing service and education activities
 - b. Nurses play an active role in various nursing professional development activities
 - c. Nurses actively participate in the profession's efforts to establish and maintain working conditions conducive to the realization of high quality nursing care.

Based on interviews and surveys conducted by the author regarding the implementation of the nursing code of ethics at the Medan Denai Community Health Center, it was found that implementing this code of ethics is a necessity that cannot be ignored by nurses. Of the total of twelve nurses working at the Medan Denai Community Health Center, it was recorded that five of them had memorized the text of the nursing code of ethics in full, showing dedication and a deep understanding of their ethical responsibilities. One of the nurses explained that memorizing a code of ethics is not just to fulfill formal demands, but rather to ensure that every action taken is based on correct ethical principles. The nurse said, *"We understand that every interaction with patients is not just medical, but also involves deep ethical considerations. The code of ethics helps us not only do what is best medically, but also morally."* Compliance with this code of ethics also supports nurses in making difficult decisions in the field, especially when faced with situations that require weighing medical interventions and the patient's personal preferences or beliefs. Another nurse added, *"When we are faced with an emergency or have to make a quick decision, knowledge of the code of ethics gives us a framework to navigate those complexities with more confidence."* By understanding and implementing a good code of ethics, the Medan Denai Community Health Center strives to improve the standard of health services that are not only technically competent, but also ethical. This is an important step to ensure that each patient receives care that is not only effective but also fair and respectful of their rights as individuals.

At the Medan Denai Community Health Center, implementing the nursing code of ethics in health services is one of the main priorities. Both management and nurses strive to provide excellent and ethical

health services to the community. The existence of this code of ethics is not only a guide but a joint commitment to achieve higher service standards. However, despite good intentions and hard efforts, in practice there are still several weaknesses and shortcomings. Some of these are limited resources and adequate facilities, which sometimes hinder the process of providing optimal nursing care. Apart from that, the physical and mental fatigue experienced by nurses also becomes a challenge in consistently implementing the code of ethics. The new policy issued by the Medan City Government, namely the 'free treatment just by showing your KTP' program, has significantly increased the number of patients coming to the Medan Denai Health Center. Even though this policy is very helpful to the community, in reality it also creates new pressures on services at the Community Health Center. The large number of patients who have to be treated at one time often makes it difficult for nurses to give enough attention to each patient, which in the end can make one or two patients feel that they are not being served well. The leadership and management of the Medan Denai Health Center are fully aware of the impact of this increased workload and recognize that there still needs to be further optimization in the patient management system and resource distribution. Efforts to improve service quality and time efficiency are being considered and implemented, such as ongoing training for nurses in managing patient-intensive situations and the use of technology for administrative efficiency. In order to support the implementation of the code of ethics and improve the quality of services, the Medan Denai Health Center is committed to continuing to review and improve every aspect of its operations. This includes increasing the skills and capacity of nurses, optimizing the use of resources, and adjusting internal policies that can support better and more ethical health services for all Medan residents.

4. CONCLUSION

From the research and analysis carried out on the implementation of the nursing code of ethics at the Medan Denai Health Center, it can be concluded that the management and nurses have demonstrated a strong commitment to providing ethical and quality health services. Nurses at this Community Health Center understand the importance of the code of ethics and try to implement it in daily practice, although there are several obstacles that still need to be overcome to increase the effectiveness of services. The increase in the number of patients coming to the Community Health Center due to the policy of free treatment only with an ID card creates new challenges in the provision of health services. This requires strategic adjustments in both human resource and infrastructure management. The following are several suggestions that can be considered to improve services at the Medan Denai Health Center:

1. **Additional Nursing Staff:** Considering the increasing workload, it is very important to increase the number of nursing staff so that the distribution of tasks is more even and efficient. This additional staff will help reduce the physical and mental fatigue of nurses, as well as ensure that each patient receives adequate attention.
2. **Renewing Facilities and Equipment:** Updating existing medical facilities and equipment at the Community Health Center so that they can support increasing medical needs. Investment in the latest health technology will also make it easier for nurses and doctors to carry out diagnosis and treatment.
3. **Continuous Training:** Hold ongoing training for all Community Health Center staff, especially in managing cases that require fast and appropriate ethical decisions. This training should also include the use of the latest technology in health information management.
4. **Optimizing Service Flow:** Optimizing service flow by redesigning the physical layout of the Community Health Center and administrative processes to minimize waiting times and maximize operational efficiency. This restructuring could include implementing a digital queuing system and more effective patient data management.
5. **Improved Communication and Coordination:** Improve communication and coordination between nurses, doctors, and other support staff to ensure continuity and quality of care. Effective communication between healthcare teams is essential to providing holistic and comprehensive healthcare services.
6. **Regular Evaluation and Feedback:** Hold regular evaluation and feedback sessions with all staff to discuss what is going well and which areas need improvement. Feedback from patients must also be valued to gain direct insight into the effectiveness of the interventions that have been carried out.

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