

Evaluation of Sanitation Management at Dr. Sayidiman Hospital of Magetan, Indonesia

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Abstract

Hospital is a health service institution with the core of services are promotive, preventive, curative, rehabilitative, and also developing competitive service (fast, accurate, humane, safe and comfortable). The fact is that the role of the hospital generally can not be held optimally, so that it can cause negative impact of the healing process and recovery of the patients, the bad influence on the officer, the contamination of the environment, the source of the disease for the community and the incidence of nosocomial infection. The purpose of the study was to evaluate the management of environmental health of dr. Sayidiman Hospital of Magetan in applying the Decree of the Minister of Health of Indonesia Number 1204/Menkes/SK/X/2004 on Health Requirements for Hospital Environment. The Result of environmental health assessment on physical quality obtained score 90% (good), food & drink healthcare score 75.5% (good enough), environmental health score 92.5% (good), waste management score 90% (good), washroom linen score 90% (good), vector and pest control scores 85% (good), disinfection and sterilization scores 95% (good), radiation protection score 100% (good), health promotion score 100% (good). The average score of the total score obtained was 90.8. While the quality of environmental health management performance through the assessment of 28 respondents as population or total sampling is obtained total score 68,81 and the average score of management effectiveness was 2.46. It is concluded that environmental health aspect is stated good with score 90,8%, and with score 2,46 the implementation of environmental health management of Public Hospital dr. Sayidiman Magetan is declared still less effective.

Keywords: Evaluation, Environmental health, Management, Hospital.

I. INTRODUCTION

Along with the progress of science and technology, the hospital has a function as a health service institution for patients, families and communities that medically includes preventive, promotive, curative and rehabilitative efforts. These efforts are carried out in an integrated hospital in order to achieve complete health services. Even though the hospital has already had comprehensive services, however it basically prioritizes healing and restoration of emergency, acute or chronic diseases. The majority of hospitals in Indonesia have not carried out their duties optimally, so that they still often cause negative effects such as the hindrance of the healing process, recovery of patients, the emergence of negative influences on officers, a source of illness for the surrounding community and environmental pollution (Law of the Republic of Indonesia Number 36 of 2009).

As a result of negative influences, the hospitals often lose their image from their natures and purposes, as if they hanged their functions and seemed dirty, uncomfortable and didn't look beautiful. From these illustrations it is clear how important the health of the hospital environment is. The main factor caused the hospitals didn't function well is the possibility of lack of control in the supervision activities. Although environmental health plans and programs as well as the implementation of environmental health are good but if the supervision is bad, it will cause different in results and conditions (Boedihartono, 2008).

The health of the hospital environment is an effort to monitor various environmental factors including physical, chemical and biological. All of them can have negative influences on the spiritual, physical health and well-being of sufferers, visitors and the surrounding community. In principle, the cleanliness and the arrangement of the devices needed by the hospital need to be maintained and cared well. The hospital should not only prevent cross infection, but should be able to improve the quality of environmental conditions in order to be healthier, comfortable, beautiful, cool and charming for visitors who come to the hospital (Law of Republic of Indonesia Number 44 of 2009).

As a result of the ever-changing world of science and technology, marked by the speed of information transformation and distribution, it will greatly affect the hospital industry in Indonesia. For this reason, it is necessary to renew hospital management by making fundamental and technical changes. To make changes to government hospitals, it is much heavier than private hospitals, because government hospitals have been implementing bureaucratic management and top down policies. For this reason, hospital managers need to

make comprehensive changes to the institutions they lead with principles of entrepreneurship that prioritize the development of the organization to be able to be independent and even able to improve the competitiveness of the organization in the future (Jacobalis, 2001).

Hospital challenges at this time, especially government hospitals, not only face external pressures such as global competition, changes in the political environment with the presence of policies such as the presence of the Republic of Indonesia Law Number 8 of 2000 concerning consumer protection, the rise of Non-Governmental Organizations as social control, such things began to trend, many hospitals are generally prosecuted by the community, in which this phenomenon was very rare in the previous era (Rijadi, 2010).

Internal challenges arising from the opening of the democratic era encouraged changes of hospital staffs who had been pressured by a top-down management system, as a result many employees were dissatisfied and arised demonstration that had never happened before. In such this conditions, the hospital needs proper infrastructure support both human resources, infrastructure and systems. The hospital management must make every effort to meet the high demands of its customer community, by improving the quality of continuous service, improving the system by completing hospital and standard procedures. The main difficulties faced by hospitals today are operational financing, human resource development and improving the quality of hospital services. Therefore, public policies concerning the empowerment of hospitals in financial management, the status of hospitals and a lean organizational structure need to get serious attention (Djaja, 2008).

In order to lead to the goal, dr. Sayidiman Hospital of Magetan in accordance with its class and its existence that has been recognized by the Magetan community and its surroundings, seems to need to be studied in the field of environmental health.

The purpose of this study was to evaluate the sanitation management of dr. Sayidiman Hospital of Magetan in implementing the Decree of the Minister of Health of the Republic of Indonesia Number 1204/ Minister of Health/Decree/X/2004 concerning the health requirements of the hospital environment.

II. METHODS

A. *Types of research*

This study was observational study. Data collection was conducted by performing depth interviews to respondents, using questionnaires (Nasution, 2004). This type of research was categorized as evaluation research, dealing with the activitis of collecting data, presenting accurate and objective information about the implementation of the hospital's environmental health program based on the criteria set. Based on the accuracy and objectivity the information obtained can then determine the value or success rate of the program, so that it is useful for solving the faced problems, as well as used as determining the decision whether the program needs to be continued or modified. The approach used was quantitative, to get the detail results and comprehensive evaluation, handling quantitative data, supported by a qualitative approach. All were used based on the consideration that the symptoms of this research are saries of processes carried out through a study of the behavior or activities of the people involved in it.

B. *Research design*

This research used cross sectional design. Cross sectional approach is the approach used in this study because in the research the variables are measured only once at a time (Notoatmojo, 2002). This model of study provided a systematic method for evaluating hospital environmental health programs. Judging from the approach it was considered efficient, because evaluation is directed to decision making and the process focuses on certain aspects related to the ongoing environmental health program. This evaluation model according to the system structure met all components of input, process and results. These components were antecendent (input), namely the state of environmental health requirements before the process takes place, the transaction (process), namely the interaction activities that occur (the implementation of the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning hospital environmental health requirements), and outcome (results) is what is expected from the interaction that occurs. In principle, it is an attempt to compare what happens with what is required. In other words, comparing the results obtained with the criteria or standards that have been set (Arikunto, 2007).

Population and Sample

In this study, the number of environmental health workers of the dr. Sayidiman Hospital of Magetan (28 people) became respondents (total sampling), so in this study for discussion using descriptive analysis. Research based on population or total sampling does not carry out statistical hypotheses (Sugiyono, 2000).

Research Variables

Independent variables were hospital environmental health requirements based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning hospital environmental health requirements, namely: 1) Sanitation of building space 2) Hygiene of food and beverage sanitation 3) Water sanitation 4) Management of waste 5) Management of laundry 6) Control of insects, rats and other disturbing animals 7) Decontamination through disinfection and sterilization 8) Radiation security 9) Efforts to promote environmental health. Dependent variable was the factors that influence the fulfillment of hospital environmental health regulatory requirements (Decree of the Minister of Health of the Republic of Indonesia Number 1204/ Minister of Health/Decree/X/2004 concerning the health requirements of hospital environment).

C. Research Sites

This study was implemented at Dr. Sayidiman Hospital of Magetan, Magetan Regency, Pahlawan Street Number 2 Magetan.

D. Data Analysis Technique

There were 2 types of data, namely primary data and secondary data, both quantitative and qualitative. Primary data were obtained from the results: interview, fill out questionnaire, observation, measurement of field parameters, laboratory examination, focus group discussion. Secondary data were obtained from annual reports on hospital environment health installations, books, scientific journals, research results and supporting literature information and studies. Categorical data is presented descriptively in the form of frequency and percentage (Nugroho, 2014a), while numerical data is presented in the form of mean scores (Nugroho, 2014b).

III. RESULTS

A. Results of Assessment of Environmental Health Management Aspects

Table 1. Assessment of the management ability of respondents in the field of environmental health duties

No	Indicator	Assesment	Σ Respondent	%	Score Total	Mean
1.	Level of readiness of physical and spiritual to carry out environmental health duties	Very ready(4)	12	42.86	48	3.25
		Ready (3)	11	39.28	33	
		Less ready(2)	5	17.86	10	
		Not ready (1)	0	0	0	
			28	100	91	
2.	Level of expertise at the main duties dealing with the problems of environmental health	Very expert (4)	10	35.76	40	3.00
		Expert (3)	11	37.28	33	
		Less expert (2)	5	17.5	10	
		Not expert (1)	2	7.14	2	
			28	100	85	
3.	Knowledge and skill possessed by officers in the field of environmental health	Excellent (4)	12	42.86	48	3.32
		Good (3)	13	46.43	39	
		Fairly (2)	3	10.71	6	
		Bad (1)	0	0	0	
			28	100	93	
4.	Understanding of the policy of the superior in the field of environmental health	Very Good(4)	10	35.71	40	3.00
		Good (3)	11	39.29	33	
		Fairly (2)	4	14.29	8	
		Bad (1)	3	10.71	3	
			28	100	84	
5.	The level of sense of responsibility for the main duties in the field of environmental health	Very high (4)	12	42.86	48	3.14
		High (3)	10	35.72	30	
		Fairly (2)	4	14.28	8	
		Low (1)	2	7.14	2	
			28	100	88	
6.		Very agile (4)	11	39.29	44	3.07
		Agile (3)	10	7135.	30	

No	Indicator	Assesment	Σ Respondent	%	Score Total	Mean
	Agility to understand the additional duties of non environmental health	Less agile (2) Not agile (1)	5 2	17.86 7.14	10 2	
			28	100	86	
7.	Mastering of extra knowledge Non-environmental health	Very good(4) Good (3) Fairly (2) Bad (1)	6 8 10 4	21.43 28.57 35.71 14.29	24 24 20 4	2.57
			28	100	72	
8.	The tenure of an environmental health officers	More than 15 years (4) More than 10 years (3) More than 5 years (2) Less than 5 years (1)	3 7 10 8	10.72 25.00 35.71 28.57	12 21 20 8	2.18
			28	100	61	
9.	The suitability of education background with the field of duties	Very appropriate (4) Appropriate (3) Less appropriate (2) Not appropriate (1)	8 10 8 2	28.57 35.72 28.57 7.14	32 30 16 2	2.86
			28	100	80	
10	Training ever got in the field of environmental health management	More than 5 times (4) 5 times (3) Less than 5 times (2) Never (1)	12 6 5 5	42.86 24.21 17.86 17.86	48 18 10 5	2.89
			28	100	81	
11	Training ever Joined in the field of environmental health	More than 5 times (4) 5 times (3) Less than 5 times (2) Never (1)	11 8 9 0	39.29 28.57 32.14 0	44 24 18 0	3.07
			28	100	86	
12	Skills to utilize / using facilities of environmental health infrastructure	Very skilled (4) Skilled (3) Less skilled (2) Unskilled (1)	12 6 8 2	42.86 21.43 28.57 7.14	48 18 16 2	3.00
			28	100	84	
13	13 Dexterity in carrying out duties in the subject of environmental health	Very deft (4) Deft (4) Less deft (2) Not deft (1)	11 10 5 2	39.29 35.71 17.86 7.14	44 30 10 2	3.07
			28	100	86	
14	Skills to make work plan in the field of environmental health	Very skilled (4) Skilled (3) Less skilled (2) Unskilledl (1)	2 12 14 0	7.14 42.86 50 0	8 36 28 0	2.57
			28	100	72	
15	Skills to determine procedures of principal task work	Very skilled (4) Skilled (3) Less skilled (2) Unskilledl (1)	0 16 8 4	0 57.14 28.57 14.29	0 48 16 4	2.43
			28	100		
16	Skills to choose technique used in implementing the main task in the field of environmental health	Very skilled (4) Skilled (3) Less skilled (2) Unskilledl (1)	0 17 6 5	0 60.71 21.43 17.86	0 51 12 5	2.43
			28	100	68	

No	Indicator	Assesment	Σ Respondent	%	Score Total	Mean
17	Skills to evaluate results work in the field of environmental health	Very skilled (4)	2	7.14	8	2.21
		Skilled (3)	10	35.72	30	
		Less skilled (2)	8	28.57	16	
		Unskilledl (1)	8	28.57	8	
			28	100		
18	Skills to make Work Report in the field of environmental health	Very skilled (4)	2	7.14	8	2.79
		Skilled (3)	18	64.29	54	
		Less skilled (2)	8	28.57	16	
		Unskilledl (1)	0	0	0	
			28	100	78	
19	Adequacy of facilities and infrastructure of the environmental health provided by the hospital	very sufficient (4)	10	35.71	40	2.89
		Enough (3)	8	28.57	24	
		Less (2)	6	21.43	12	
		Not enough (1)	4	14.29	4	
			28	100	80	
20	Adequacy of facilities and non infrastructure of Environmental health in the hospital	very sufficient (4)	1	35.57	4	1.75
		Enough (3)	0	0	0	
		Less (2)	18	64.29	36	
		Not enough (1)	9	32.14	9	
			28	100	49	
21	Adequacy of funds source from the party of hospital	very sufficient (4)	2	7.14	8	2.56
		Enough (3)	7	25	21	
		Less (2)	18	64.29	36	
		Not enough (1)	1	3.57	1	
			28	100		
22	Adequacy of funds sourced from non hospital	very sufficient (4)	1	3.57	4	1.79
		Enough (3)	0	0	0	
		Less (2)	19	67.86	38	
		Not enough (1)	8	28.57	8	
			28	100	50	
23	Support of conditions of Hospital environment	Very supportive (4)	9	32.14	36	2.93
		Support (3)	9	32.14	27	
		Less Suport (2)	9	32.14	18	
		Poor Support (1)	1	3.58	1	
			28	100		
24	Feasibility of Officers welfare who handle Environmental health	Very feasible (4)	7	25	28	2.68
		feasible (3)	9	32.14	27	
		Less feasible (2)	8	28.57	16	
		Not feasible (1)	4	14.29	4	
			28	100	75	
25	Frequency of sanitation faced by the officers of environmental health	Lots (4)	14	50	56	3.36
		Many (3)	10	35.71	30	
		Not many (2)	4	14.29	8	
		Never (1)	0	0	0	
			28	100	76.84	
			28	100	76.84	2.46

With mean of 2.46 it can be known as the criteria for management effectiveness that the researcher determines as a benchmark for evaluation of environmental health management are 1, 2, 3 and 4 with the understanding: 4 = very effective. 3 = effective. 2 = less effective. 1 = not effective.

Analysis of the results of the quality of health services in environmental health is known to be an mean total of 2.46. Based on the provision 2.46 is between 2 and 3 = Less effective. The meaning of the environmental health management of the Dr. Sayidiman Hospital of Magetan still needs to improve, needs to improve both its performance and effectiveness, so that it can create a healthy environment, which means that it is indirectly able to improve the level of public health, as well as able to attract the public to use the services of the hospital.

B. Results of Assessment of Environmental Health Aspects

The results of the assessment of environmental health aspects at dr. Public Hospital Sayidiman Magetan based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/ Minister of Health/ Decree/X/2004 concerning the health requirements of the hospital environment.

Table 2. Recapitulation of Results of Assessment of Environmental Health Aspects

No	Variables of environmental health	Score	Explanation
1.	The health of building rooms	90%	Good
2.	Hygiene sanitation of food and beverages	75.5%	Quite Good
3.	Water sanitation	92.5%	Good
4.	Waste management	90%	Good
5.	Management of linen cleaning places (laundry)	90%	Good
6.	Control of insects, mice and other disturbing animals	85%	Good
7.	Decontamination through disinfection and sterilization	95%	Good
8.	radiation protection	100%	Good
9.	Promotion of environmental health	100%	Good
Mean		90.8	Good

IV. DISCUSSION

A. Results of Assessment of Environmental Health Management Aspects

Environmental health organization policy towards the environmental health requirements of the hospital, from the aspect of policy obtained the final result of 2.71 this can be stated that the policy of the environmental health organization of the Public Hospital dr. Sayidiman Magetan is still ineffective. This is very ironic, when the final results of the overall evaluation of the environmental health variables of the Public Hospital of dr. Sayidiman Magetan matched with the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning the environmental health requirements of hospitals that meet the requirements.

Basically a good performance is a performance that follows the standard operating procedures. However, in the performance must have criteria so that productivity increases, and what is expected by the hospital can run as desired plan. The direct role of participation in management to be able to control and provide techniques for how to ensure quality and quality of environmental health workers can easily work without any sense of burden and the relationship between management and subordinates is getting stronger.

According to Loeke (in Sule, 2002): There are several factors that influence satisfaction. Satisfaction or dissatisfaction with environmental health workers depends on the difference between what is expected. If what is obtained by environmental health workers is lower than expected, it will cause environmental health workers are dissatisfied. On the other hand, if what is obtained by environmental health workers is higher than expected, it will automatically increase the work satisfaction of environmental health workers. If a boss wants productivity to increase then the related management must make an overhaul of the work method system, environmental health workers will be satisfied in working without any pressure that has an impact on the psychological health of environmental health workers. This will create a good relationship between management and environmental health workers.

The strength of environmental health human resources towards the environmental health requirements of the Hospital, from the aspect of human resources obtained the final result of 2.95 . It can be stated that the strength of human resources environmental health of the Public Hospital dr. Sayidiman Magetan is still ineffective. However, the fact is that the final results of the evaluation of the environmental health variables of the Public Hospital dr. Sayidiman Magetan based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning the environmental health requirements of hospitals, Public Hospital dr. Sayidiman has been fulfilling the requirements.

Workload of environmental health workers of the Public Hospital dr. Sayidiman Magetan against the health requirements of the hospital environment, from the results of the data recapitulation aspects of the workload obtained the final result of 2.73, this can be stated that the workload of environmental health workers of the Public Hospital dr. Sayidiman Magetan is still ineffective. This is evident from the results of the final evaluation

of the variables of Public Hospital dr. Sayidiman Magetan based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning the environmental health requirements of hospitals, has been fulfilling the requirements.

According to Robert L. Mathis and John H. Jackson (2011): the focus of human resource management is designing systems that can effectively regulate the needs, expectations, habits, legal rights and high potential of environmental health workers. The key to improve organizational performance is to ensure that human resource activities support the organization's efforts that are focused on productivity, service, and quality. Productivity is measured by the amount of output per environmental health worker. Labor productivity in an organization is strongly influenced by business, programs and management systems.

Expenses mean the dependents that must be done as dependents that are their responsibility. Work is an activity to do something that is done aimed at getting the results of work (Sunarso & Kusdi, 2010). Workload is a set or number of activities that must be completed by an organizational unit or position holder within a certain period of time (Sunarto, 2006).

By providing an effective workload the hospital can find out to what extent environmental health workers can be given a maximum workload and the extent to which it affects the performance of the hospital itself. Environmental health officers who are not disciplined in utilizing working time will have an impact on the accumulation of workload, so that it requires more time than the normal work time determined to complete the charged job. If the ability of officers is higher than the demands of the job, there will be a feeling of boredom. But on the contrary, if the officers' ability is lower than the demands of the job, then there will be more fatigue. The division of workload in accordance with the ability of officers is very important because it can affect the performance of officers and also the achievement of the hospital itself.

To support the achievement of hospital performance goals, human resources are needed, the officers that meet certain criteria including discipline and motivation. Good discipline reflects how much the officer feels responsible for the tasks assigned to him. This encourages work enthusiasm, work motivation and the achievement of hospital, staff and community goals. With the work ethic and discipline of officers, it means that they can direct their abilities, expertise and skills in carrying out their duties, in other word the performance of officers will be better (Manuaba, 2000).

Allocation of funds needed is adequate for the environmental health needs of the Public Hospital of dr. Sayidiman Magetan on the health requirements of the hospital environment. The results of the recapitulation of aspects of the hospital environmental health fund allocation were 2.35, this stated that the aspect of the allocation of environmental health funds for the Public Hospital dr. Sayidiman Magetan is still ineffective. However, even though the funds are declared to be less effective, the final results of the evaluation of the environmental health variables of the Public Hospital dr. Sayidiman Magetan based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning the environmental health requirements of hospitals has been fulfilling the requirements. By looking at such facts, the hospital should be obliged to support the budget needed in the field of environmental health, with planning activities carried out since the beginning of the fiscal year.

According to Hendra Poerwanto (2017): the budget is a plan that is arranged systematically in the form of numbers and expressed in a monetary unit that covers all activities for a certain period in the future. Because the plan is formulated in the form of a monetary unit, the budget is often referred to as a financial plan. In the budget, the unit of activity and the unit of money occupy an important position in the sense that all activities will be quantified in units of money, so that the achievement of the efficiency and effectiveness of the activities carried out can be measured. Budgeting is an official hospital management commitment related to management's expectations about income, costs and various financial transactions within a certain period in the future. With the budgeting of hospital businesses in the field of environmental health will be more successful if supported by directed policies and assisted by careful planning. Hospitals that has good vision t will always think about what they might do in the future. So that in the implementation, the hospital just holds on to all the plans that have been prepared beforehand. Where, how, why, when are the questions that are always developed in daily activities.

The condition of environmental health facilities of the Public Hospital dr. Sayidiman Magetan on the health requirements of the hospital environment, based from the results of the recapitulation of data on aspects of the hospital's environmental health facilities obtained the final result of 2.53, it was stated that aspects of

environmental health facilities were still ineffective. But the final result of the evaluation of environmental health variables based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning the environmental health requirements of the hospital, it has met the requirements.

Facilities and infrastructure are facilities that can at least support the implementation of environmental health management for promotive and preventive activities. The implementation of environmental health services must also be supported by the required material in the form of administrative processes, recording and reporting, and guidelines for environmental health technical manuals (MOH, 2009). Health service facilities are a tool and / or place used to carry out health care efforts that for certain types require the authority to carry out health efforts (MOH, 2009).

Environmental health installations have their respective duties and responsibilities. Thus, environmental health workers can work in accordance with the tasks and functions that have been determined according to the specified job description. For organizational structure, the installation of environmental health stands under the medical support section. And of course the technicians on duty in the installation of environmental health have different job descriptions from other installations. All environmental health installation technicians have heavy duty responsibilities with the risk of possible disease transmission within the scope of the service room and in the hospital environment.

The fulfillment of the hospital's health facilities and infrastructure is often considered not important by hospital management. Management mindset sees the part of environmental health as a part that does not generate profit for the hospital, instead it is considered as a cost. In fact, the running of of goods services in the hospital is one of the outputs of environmental health performance is from the quality of service and efficiency, good facilities and infrastructure. Repair and maintenance in the hospital is done outsourcing and incidental improvements crews, so that the level of urgency and response time for repairs and maintenance will definitely be slower. This condition also made worse by the length of the complicated administrative bureaucracy. As one of the installations that plays an important role in hospital performance, environmental health is very important for its function and role considering that hospitals are health care institutions with the core of promotive, preventive, curative, rehabilitative services, as well as developing competitive services (fast, accurate, humane, safe and comfortable). The roles of the hospital generally hasn't been implemented optimally so that it can cause negative impacts to hamper the process of healing and recovery of patients, the emergence of adverse influences on officers, pollution of the environment, source of illness for the community and the emergence of nosocomial infections, if environmental health is not managed properly.

B. Variables of environmental health at dr. Sayidiman Hospital of Magetan based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning Hospital Environmental Health Requirements

The main problem of a health care institution that has many competitors is whether the services provided are in line with patient expectations or not? Therefore, dr. Public Hospital Sayidiman Magetan is required to always maintain patients trust and satisfaction by improving the quality of care, so that patient satisfaction increases.

Patient satisfaction is the first indicator of a hospital's standard and is a measure of service quality. Low patient satisfaction will have an impact on the number of visits that will affect the profitability of the hospital, while the physical condition will also have an impact on customer satisfaction where customer needs will increase from time to time, as well as the demand for quality services provided (Triatmojo, 2006).

It is necessary to note that although the results of the assessment of the management ability of respondents in the field of environmental health tasks obtained a total average of 2.46, which means it is less effective, however, based on the final results of the recapitulation of environmental health aspects in the Public Hospital dr. Sayidiman Magetan based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning hospital environmental health requirements as stated in table 2 the average score of 90.8 is in good category. This can happen because it is not separated from the understanding and enthusiasm of the environmental health staffs of the Public Hospital dr. Sayidiman Magetan in carrying out their duties and functions despite all the limitations of the personnel, funds, facilities and infrastructure and the methods they have. Environmental health officials are aware of their duty that health care efforts in hospitals must be carried out in an integrated manner in order to achieve complete health services. So that the hospital does not cause a negative impact, instead supports the acceleration of the healing

and recovery of patients, does not cause negative influence on the officers, does not become a source of disease for the surrounding community, and does not cause environmental pollution. So that the hospital does not lose its image and purpose, the hospital looks clean, beautiful, comfortable and safe for patients, for patients carers, visitors, officers and for the community around the hospital.

V. CONCLUSION

The policy aspect obtained the final result 2.71, means the policy of the sanitation organization of the Public Hospital dr. Sayidiman Magetan is still ineffective.

1. The final aspect of human resource strength is 2.95 and the final workload aspect of 2.73, means that it is less effective.
2. The final result of Aspect of Fund Allocation is 2.35 means that it is less effective.
3. The final aspect of the hospital's environmental health facilities 2.53 means that it is less effective.
4. Variable aspects of environmental health based on the Decree of the Minister of Health of the Republic of Indonesia Number 1204/Minister of Health/Decree/X/2004 concerning the environmental health requirements of an average hospital results of 90.8, this belongs to good categories.

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