

Case Report

Complaints box as a measurement of quality improvement in Institute of Health Science Faletahan, Indonesia

Fatoni, Delly Arfa Syukrowardi*, Muhammad Lukman

Institute of Health Science (IHS) Faletahan, Indonesia

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***Correspondence:**

Delly Arfa Syukrowardi,

E-mail: dellyarfa@ymail.com

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ABSTRACT

One of indicators in quality improvement in private college was student's satisfaction. Whether or not student satisfies to the college, complaints box can be uses as a tool of it. The purpose of this study was to report the student complaints box that has been used as a tool of quality improvement in Institute of Health Science (IHS) Faletahan, Indonesia. The student complaints from December 2014 to October 2016 have been gathered. All complaints were written by student in a blank of submission form with the requirement of student number as identity (ID). Total of 250 complaints were collected and were investigated by a single trained staff member of the Quality Assurance (QA) Department of IHS Faletahan, who reviewed statements related to the complaints. Each complaint was classified as operational, educational, and student service-related. In analyzing process, data were re-written and were analyzed by using QDA Miner Lite. Here we present the total 250 complaints of student that addressed on the individual, unit and organizational levels. This study showed that the sustainable of quality improvement in IHS Faletahan is effective through complaints box.

Keywords: Complaint box, IHS Faletahan, Indonesia, Quality assurance, Quality improvement

INTRODUCTION

The student's satisfaction can be achieved in a private college through the improvement of quality assurance in all aspects. On the other words, it that quality assurance of a college is determining by student satisfaction.^{1,2} Quality assurance in educational institution established widely to all higher education institution in Indonesia since 2003 gradually.

The Indonesian government published the Regulation Number 20 regarding National Educational System in 2013 which is including the national standard of quality assurance in higher education.³ Since the publication of the regulation, the Indonesian government through Ministry of Culture and Education has given authority to every single higher education institution to determine

their policy regarding quality assurance.⁴ The quality improvements in order to achieve the national standard of quality assurance are emerging as a requirement.

Private higher education institution needs to compete to national institution since the majority of Indonesian students are eager to enter the national institutions.¹ Therefore, private institution has to provide excellent services in all aspects either academic or non-academic.

CASE REPORT

Institute of Health Science (IHS) Faletahan is one of private colleges in Indonesia that focus on health science. Since the established of the college in 2001, for the past three years IHS Faletahan has improved the quality assurance. It was confirmed by the director of IHS

Faletehan that in 2016, standard of quality assurance has been accomplished in accordance with national standard. The standards are including educational system and non-academic activities.

All standard procedures are documented in the standard books. However, some cases were still happened regarding violation of standard operational procedure. So that, student as a customer is important to contribute their perception whether or not they are satisfy to the quality assurance of the college. One of tools that can be uses to accommodate the student perceptions are complaints box.

Complaints box is traditional method to evaluate the implementation of a system.² In late 2014, through Quality Assurance (QA) Department of IHS Faletehan, four complaint boxes were distributed in the area of campus. This system was strongly initiated due to the commitment of IHS Faletehan in quality improvement. From December 2014 through October 2016, QA Department have evaluated 263 noted student complaints. From all complaints, 13 complaints were identified as unfounded and repeated complaint by the same student, so the final complaints in this study were 250 complaints.

All complaints were written by students in a blank of submission form with the requirement of student number as identity (ID). The requirement of ID aimed to avoid the repeating of the same complaint by the same student.

Since the first time of complaints box was establish, all complaints were collected and were investigated by a single trained staff member of the QA Department of IHS Faletehan in every month. The staff member was reviewing the statements related to the complaints. Each complaint was classified as operational, educational, and student service-related. In analyzing process, data were re-written and were analyzed by using QDA Miner Lite.

All complaints of student were addressed on the individual, unit and organizational levels. About 19.2% of students were complaint in regard to educational system, 18.8% of them did not satisfied to the service provides, and 62% of students complaint regarding facilities. Of the 250 complaints, 48 (19%) were classified as educational such as

- Student unsatisfied to the teaching method delivered by teacher (7.2%)
- Indiscipline of teacher in teaching activity (6.8%);
- Ethic violation of teacher (5.2%)

47 (18%) of complaints were classified as student services-related such as

- Poor student services, such as stiffness of security and office boy to help student (13.2%)
- Loss of items (helmet) in parking area of motorcycle (4.8%)
- Costly of tuition fees (0.8%)

155 (62%) of complaints were classified as facilities such as

- Defective of teaching equipment such as projector, air conditioner, white board, seats, and electricity (16%)
- Class room maintenance such as dirty (10%)
- Insufficient of internet access (9.2%)
- Insufficient of library equipment such as books, internet access, storage lockers (8.8%)
- Toilet maintenance such as urine odor and dirty (6.4%)
- Requisite of open area such as green-park in campus (4%)
- Necessity of pedestrian and parking direction signs (2.4%)
- Additional sport facilities (2.4%)
- Insufficient of laboratory equipment (0.8%)
- Medical clinic services (0.8%)
- Cafeteria such as costly foods (0.4%)
- Garbage disposal management (0.4%)
- Smoking issues (0.4%)

DISCUSSION

This study was the first in evaluation of student complaints through the complaints box in IHS Faletehan. From all complaints, there was no found complaint dishonored IHS Faletehan. The result revealed that the top three of complaints were two come from issue of facilities and one was related to student service. Without regardless other complaints which had reported in this study, there were 16 complaints that related to facilities, student service-related and educational. Of 62% students showed low satisfaction related to facilities of IHS Faletehan. The first top complaint was student did not satisfy to the class facilities. Lack maintained or even defective of teaching equipment in classes such as projectors, whiteboards, seats, air conditioners and electricity may influence the effectiveness of teaching activity, so that a complaint from student appear. The second place of top complaint was related to student service which student did not satisfy to the service of security and office boy of IHS Faletehan. The stiffness of security officers and office boy may affect student to hardly call for help to them. The third place of complaint was related to facilities such as class room maintenance. Dirty of class room triggers student initiation to complain through the complaint box. Student expect that IHS Faletehan as health science college supposed to be a role model in healthy environment in the area of Serang District. This was confirmed by the director IHS Faletehan that the college awarded as a leader in Serang District as a campus with healthy environment since 2013.

With no regardless others finding of complaints box, there were complaints related to educational, and

facilities. In line with previous finding that over workload of teachers or other staffs may result in a complaint from student.⁵ In Indonesia, teacher in higher education is responsible to accomplish three part of educational system such as, research, public services, and teaching.⁴ It means that teaching activity is not the only one activity of teacher in higher education. When teaching activity is coincide with other activities in research or public services, it may result in student perceive that teacher negligent in work.⁵ This has been explained by the director of IHS Faletahan that he is undergoing to reduce the ratio between teacher and student to become ideal that is $\leq 1:30$. Lack of information of student regarding teacher duties outside teaching activity in class may also contribute to complaint initiation.³

According to previous study, student and staff of health colleges show healthy behavior.⁶ Due to IHS Faletahan is a college that focus on health science, this was in line to the finding of this study that there were small number of complaints related to healthy management such as garbage disposal and smoking issue. However, the behavior of people in IHS Faletahan it can be office boys or student itself which contribute to complaints related to the dirty of class room. Since the implementation of quality assurance in all aspects of activity in IHS Faletahan, it had been shown its resiliency in quality improvement through complaints box.

CONCLUSION

Quality improvement in IHS Faletahan is still requires time to achieve an excellent quality assurance. Through complaints box is expected that excellent quality assurance can be obtained faster. However, IHS Faletahan must concern to the investigation regarding complaints, so that punishment related to violation of standard operational procedure can be implemented appropriately.

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