

## THE EFFECTIVENESS OF HEALTH SERVICES IN HANDLING PATIENTS AT THE PAMULANG DISTRICT HEALTH CENTER, SOUTH TANGERANG CITY

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### ABSTRACT

Quality health care is one of the satisfaction metrics that influence the patient's desire to return to effective health care. The government itself. How is the Effectiveness of Patient Handling in Health Services at the Puskesmas of Pamulang District, South Tangerang City. To find out the effectiveness of Patient Handling in Health Services at the Puskesmas Pamulang District, South Tangerang City. In this writing, the author uses a qualitative method with a descriptive approach. The objectives achieved in the Pamulang Subdistrict Puskesmas unit have a variety of different opinions but the information on health services at the Pamulang Subdistrict Puskesmas runs quite transparently. the clarity of strategy owned by the Pamulang Puskesmas needs to have a clear direction and plan in accordance with the vision of health development in South Tangerang. The need to add health workers so that the goals achieved run well in accordance with the plan that has been planned. There needs to be an increase in practice hours from each poly and the health workers who serve must be swift to be more effective and there is no accumulation of patients. The ambulance fleet must be increased to overcome delays so that services become more effective and increase pre-facilities.

**Keywords:** Effectiveness, Services, Puskesmas, Facilities and Infrastructure.

### 1. INTRODUCTION

Humans are a key factor in the successful development of a country or city. A high degree of public health is needed to create quality human beings, so that in this case health development is really needed to support health development, apart from that, health workers are health human resources which on the one hand are the main supporting element in health services, on the other hand On the other hand, it turns out that the current condition is still far from good or not good in terms of the quantity and quality of health services at this time. The government provides some health services and health workers. One of the health services that is widely used by the community is the Community Health Center. Community health centers are equipped with medical centers and emergency installations, and must improve the professionalism of their staff and health services so that people are satisfied with the use of health services. In particular, formal and informal training pathways are needed to shape attitudes and behavior in health services.

Apart from that, the lack of efficiency, effectiveness and professionalism in handling health problems, especially at the Pamulang District Health Center, South Tangerang City, is a health problem that still requires attention by the local government, especially the South Tangerang City Health Service.

Furthermore, the capacity of health resources in planning health services is still weak, and behavior in anticipating existing health problems is not in line with community expectations. The high level of abuse of office, the existence of KKN practices that have an impact on Puskesmas services, and weak control over the efficiency of public services in relation to proven medical services. Health is one of the pillars of a nation's level of well-being because good health is one of the successes of a nation. To meet the health needs of the population, equitable government participation is required, including providing and providing means to meet the ever-increasing health needs.

Apart from that, to achieve the desired goals, the provision of health services must meet various existing requirements, such as the availability of facilities and infrastructure, connectedness between patients and service providers, good accessibility, and good quality. What makes the patient's desire to return to the Puskesmas affects the image of the Puskesmas agency's services which can provide effective medical services. Therefore, to achieve public satisfaction with health services at the Puskesmas, all Puskesmas staff must work effectively, under the direction of the Puskesmas Leadership, and the services provided are consistent with the goals of the Puskesmas, and must be consistent in management. And utilize existing resources in a professional, transparent, and trustworthy manner. Therefore, we can take an example from the research that I took according to Minister of Health Regulation Number 4 of 2019, which states that the technical standards required do not meet the quality service standards in the health sector, where South Tangerang City is a new autonomous region (DOB) in Banten Province. addressing the importance of the quality aspect of Human Resources but not yet meeting community needs and existing health service standards.

This is reflected in one of the missions of South Tangerang City. Its mission is to develop productive human resources by improving the quality of education and health and mastering science and technology based on religious, legal and socio-cultural values. This mission is translated into South Tangerang Mayor Regulation (Perwali) Number 22 of 2020 concerning Minimum Service Standards for Regional Public Service Agencies at Public Health Centers. carry out public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts, to achieve the highest level of public health in the working area. The Community Health Center in South Tangerang City is a technical health implementation unit under the supervision of the South Tangerang City Health Service.

Therefore, the Pamulang District Health Center in health development, the efforts made by the Community Health Center must be carried out with the aim of maintaining health and preventing disease without neglecting the cure of disease and restoration of health. Apart from that, the people's desires as service users are services that are simple, easy, fast, without difficult conditions, humane, user friendly, procedures are definite and clear, service requirements are not complicated, existing costs benefit the community, and comfort is guaranteed. The health center is also a unit.

## **Theoretical framework**

### **Administrasion**

Based on etymology, administration comes from Greek, namely administrare which means to serve, help, whereas in English the term administration is used which actually comes from the words Ad (intensive) and ministrare (to serve) which means to serve, so administration can be interpreted as serving well ( Chrisyanti, 2011:2).

### **Public service**

Service means serving seriously the person being served to fulfill their needs and interests in order to provide satisfaction and benefits to the person being served. According to Indri and Hayat in Hayat (2015:22) state that: "optimizing public services is providing professional and quality services which have positive implications for community satisfaction".

### **Effectiveness**

According to Sondang P. Siagian (2008), effectiveness is the utilization of resources, facilities and infrastructure in a certain amount that is consciously determined in advance to produce a number of goods for the services of the activities carried out. Effectiveness shows success in terms of whether or not the targets that have been set are achieved. If the results of the activity are closer to the target, it means the effectiveness is higher.

According to Sondang P. Siagian (2008), several criteria regarding achieving effective goals or not are as follows:

1. Clarity of the goals to be achieved  
This is intended so that employees in carrying out their duties achieve targeted targets and organizational goals can be achieved.
2. Clarity of strategies for achieving goals  
It is known that strategy is "on the path" that is followed in making various efforts to achieve specified targets so that implementers do not get lost in achieving organizational goals.
3. Strong process of analysis and policy formulation  
related to the goals to be achieved and the strategies that have been determined, meaning that the policy must be able to bridge the goals with efforts to implement operational activities.
4. Careful planning  
essentially means deciding now what the organization will do in the future.
5. Preparing the right program  
A good plan still needs to be described in appropriate implementation programs because if not, the implementers will lack guidance for action and work.
6. Availability of work facilities and infrastructure  
One indicator of organizational effectiveness is the ability to work productively. With the facilities and infrastructure that are available and may be provided by the organization.
7. Effective and efficient implementation  
However good a program is, if it is not implemented effectively and efficiently then the organization will not achieve its targets, because with implementation the organization will be brought closer to its goals.

### **Community Health Center Services**

Puskesmas is a first-level health service facility that provides first-level services to the community and individuals by prioritizing promotive and preventive efforts to achieve the highest level of public health in its working area (Minister of Health Regulation No. 46 of 2014).

## 2. METHOD

In this writing, the author uses a qualitative method with a descriptive approach. The definition qualitative writing is a method that aims to understand, express, and explain various facts found in the field and is used in writing with natural objects and is used to obtain in-depth data which is then summarized into descriptive conclusions (Sugiyono, 2017) Qualitative writing according to Sugiyono has the following characteristics:

1. Carried out in natural conditions, directly to the data source and the author is the key instrument;
2. Qualitative writing is more descriptive.
3. The data collected is in the form of words or images, so there is no emphasis on numbers
4. Qualitative writing emphasizes the process rather than the product or outcome;
5. Qualitative writing carries out inductive data analysis;
6. Qualitative writing places more emphasis on meaning

So what will be produced in this writing is a form of words, and sentences, to explore the factual conditions that occurred by exploring the problem of the effectiveness of health services in treating patients at the Pamulang District Health Center, South Tangerang City. The writing entitled "Effectiveness of Health Services in Handling Patients at the Pamulang District Health Center, South Tangerang City" was carried out at the community health center in Pamulang.

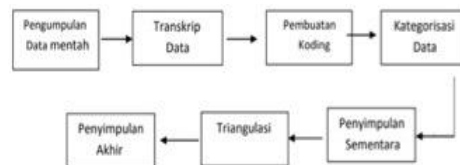
With this research, it is hoped that the author will be able to find out the extent of the implementation of the policy, whether it has been carried out effectively, and whether the policy is in accordance with the goals and targets to be achieved.

Research informants are people who provide information. Because this research is qualitative, the number of respondents as informants is determined using criteria related to the subject and object of the research.

The data analysis technique used in this writing is qualitative data analysis techniques following the concept put forward (Irawan, 2005; 27) which consists of systematic steps starting from raw data collection, data transcription, coding, data categorization, conclusion. temporary, triangulation and finally the final conclusion

So, in data analysis in qualitative research that is inductive (grounded), it can be interpreted that the conclusion is writing by abstracting empirical data collected from the field and looking for patterns contained in these data.

**Picture 1 Data Analysis process**



Source: Irawan (2005:5)

## 3. RESULTS AND DISCUSSION

### Description of Research Objects

Pamulang Technical Implementation Unit or what can be called Pamulang Community Health Center. where the technical implementation of this unit is part of the duties and functions of the District Health Service which is led by a head who is under and responsible to the head of the Department and operationally coordinates with the District Head. Pamulang Health Center which is located at Jl. Surya Kencana No.1, West Pamulang, Pamulang District, South Tangerang City, Banten. Pamulang Community Health Center was formed in August 1983, located in Pamulang Barat Subdistrict, which is a Ministry health center under Ciputat Community Health Center, Tangerang. The Pamulang Health Center was formed to assist the Ciputat and Serpong District Health Centers in dealing with the rapid growth and development of the area. However, all financial accountability and reporting does not need to go through the Ciputat or Serpong Community Health Centers but directly to the Community Health Center itself. The coverage area of Pamulang Community Health Center includes 6 sub-districts, including:

1. Pamulang Community Health Center
2. Benda Baru Health Center
3. Pondok Benda Community Health Center
4. Bambu Apus Health Center

5. Pondok Cabe Ilir Health Center
6. East Pamulang Community Health Center

### **Research Focus Data**

This research consists of the results of observations observed by the author at the Pamulang District Health Center, South Tangerang City, from the data and results of interviews taken by the author, it will describe the effectiveness of health services in treating patients at the Pamulang District Health Center, South Tangerang City.

### **Achieved goals.**

What is meant by the above achievement is where there is an elaboration or implementation of the vision and mission statement of the Pamulang District Health Center where there is a plan that will be achieved and produced within a predetermined planning period.

### **Strategy clarity**

Clarity of the strategy at the Pamulang District Health Center where this method is used to make it possible to obtain or achieve the specified targets to obtain optimal, effective results and within a relatively short period of time and on target.

### **Process of analysis and policy formulation**

For the process of solving a problem or policy whether new, ongoing or future, starting from planning, preparation, implementation to evaluation of the policy because it is in the interest of the public or many people.

### **Careful planning**

This is the most important thing before starting or carrying out a cause, it will be a guide for the staff and reduce major risks that will occur. As well as deciding now what the organization will do in the future.

### **Preparing the right program**

Where in this program proper problem recognition planning is used based on accurate data and obtained at the right time, it will be able to direct the health efforts carried out by the health center to achieve the targets and objectives.

### **Facilities and infrastructure**

Availability of adequate facilities and infrastructure in accordance with the standards of the Ministry of Health as the provider of public services in the health sector.

### **Effective and Efficient Implementation**

A system used as a measuring tool for the success or failure of the Pamulang Community Health Center to achieve goals because effectiveness is always directly related to the relationship between the expected results and the results achieved at that time.

### **Discussion**

#### **Achieved goals**

From the informants, it can be explained that the objectives achieved in the Pamulang District Health Center unit have various different opinions, but the three informants stated that information on health services at the Pamulang District Health Center is running quite transparently in providing information related to services which are assisted directly by the regional binwil. (environmental regional development) in conveying information related to health services available at the Puskesmas to the RT RW of each region so that it makes it easier for the public to obtain this health information.

#### **Clarity of strategy for achieving goals**

From the informant who was able to explain the clarity of the strategy that the Pamulang Community Health Center has, it needs to have a clear direction and plan in accordance with the vision of health development in South Tangerang. Directions and plans are outlined in performance indicators and targets to be achieved within a certain time period. Such as RPJMN (National Medium Term Development Plan) and RPJMD (Regional Medium Term Development Plan) as guidelines for annual performance targets and following professional standards in accordance with applicable SOPs.

### **Process of analysis and policy formulation**

Based on the results of research conducted by the author, it is true that in preparing a policy there are quite serious challenges because everything is regulated in regional government regulations. Where the regulations are binding (the decision is final or has been ratified and must be obeyed). Therefore, the existence of a BLUD in a Community Health Center or a government agency is to provide public services more effectively, efficiently, economically, transparently and responsibly by paying attention to the principles of justice.

### **Careful planning**

From the results of interviews conducted by researchers with staff at the Pamulang Community Health Center, they have an ongoing plan that is in accordance with the Community Health Center's planning cycle in terms of minimum accreditation standards.

### **Preparing the right program**

Based on the results of the interview presentation, it is clear that the appropriate program preparation at the Pamulang Community Health Center is quite good and transparent, although in some aspects of program implementation, there are sometimes still deficiencies caused by several factors, namely regarding the condition of the types of health workers who are not adequate in achieving a program that has been created, Apart from that, it also includes a minimal operational budget, where if the budget is lacking we have to wait for the following year, and awareness of community participation which is still very lacking because they consider health issues to only be the responsibility of government institutions, therefore there must be more related outreach. that the importance of health services. The community health center must ensure that it implements a good implementation pattern for program preparation, namely a healthy, independent Indonesian community in a fair manner so that the service has quality health efforts that provide a sense of satisfaction for the community.

### **Availability of facilities and infrastructure**

From the results of the researcher's interviews with informants, currently, the facilities and infrastructure of the Pamulang Community Health Center are quite good, with 24-hour ER services available, as well as ambulances available at the Pamulang Community Health Center which are useful for the community both when people need an emergency and when they need a referral. to the hospital because there needs to be further treatment apart from that during the referral, the service is also quite fast if the patient needs a referral to the hospital and is taken until the patient is handled by the target hospital.

### **Effective and efficient implementation**

From the results of interviews conducted by researchers with informants, the results are in accordance with the theory quoted by researchers regarding effectiveness theory according to Sondang P. Siagian. Therefore, the results of the interview explain that the punctuality and facilities provided by the Pamulang Community Health Center greatly influence the community's satisfaction in assessing it because the effectiveness of the Pamulang Community Health Center's services to its own community is currently quite effective and efficient and the services provided by the Pamulang Community Health Center are quite good, where the Community Health Center services which is responsive enough in serving patients, adequate human resources so that the community feels quite satisfied with the services provided by the Pamulang Community Health Center, but there are some people who say that the service still needs to be more trained or held training on ethics in service, both for security guards, existing health workers and staff to achieve the main goal of increasing the effectiveness of health services in treating patients at the Pamulang Community Health Center in achieving prosperous and fair health rates for the community.

## **4. CONCLUSION**

1. Information on health services at the Pamulang District Health Center is quite transparent in providing information related to services which is assisted directly by BINWIL (Environmental Regional Development) in conveying information related to health services at the Puskesmas to the RT RW of each region, making it easier for the public to get information that health.
2. Currently, the effectiveness of community health center services can be said to be effective and running in accordance with the RPJMN (National Medium Term Development Plan) and RPJMD (Regional Medium Term Development Plan) as guidelines for annual performance targets and following professional standards in accordance with the SOPs. applies so that the public can easily access the Pamulang Community Health Center facilities.
3. Timeliness and facilities provided by the Pamulang Community Health Center greatly influence the community's satisfaction in assessing it because the effectiveness of the Pamulang Community Health Center's services to its own community is currently quite effective and efficient provided by the Community Health Center.

## ACKNOWLEDGMENT

1. There is a need for additional health personnel so that the goals achieved run well in accordance with the plans that have been made.
2. There needs to be additional practice hours for each polyclinic and the health workers who serve must be alert so that they are more effective and there is no accumulation of patients.
3. Further improvement regarding human resources or health workers at the Pamulang District Health Center by holding training on services to make them more effective.

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