

Effectiveness and quality of public health services: A case study from Ujoh Bilang, Indonesia

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Abstract

Until whenever the health sector has always been a human need and the center of government attention to continuously improve its quality and quantity. Apart from education, this sector is fundamental to creating sustainable human development. The study examines to analyze public health services carried out at the Puskesmas in Ujoh Bilang District, Mahakam Ulu Regency (Indonesia). In addition, we also identify supporting and inhibiting factors. This type of study is descriptive based on a qualitative approach. We conclude that in public health services, service procedures are not organized and not optimal. The time needed by the community from registration to service takes more than 60 minutes. The duration of service is considered to be the main inhibiting factor, considering that the community health center is isolated, with minimal infrastructure, and inadequate access to support. Supporting factors for services greatly affect public health (for example support from the government) in terms of budget allocation, infrastructure, and medical personnel to support these activities. In addition, there are inhibiting factors, including the level of discipline of medical personnel and other supporting resources. The value of originality lies in the novelty of the study, which directly reveals problems related to health services for people in remote areas.

Keywords: effectiveness, quality of service, health, support, inhibition, public services

1. Introduction

National development is an effort to create human resources who are physically and mentally healthy so that they can work well without being disturbed by their health in order to realize health, the main outlines of health efforts include increasing health efforts, nutrition improvement, health improvement and development (Wijayanti & Darma, 2019; Wahyuningsih et al., 2020a).

In the context of government services, it is often called public services. As for what is meant by public service. Public services are all forms of public service activities carried out by central government agencies, regions and the environment of state or regional owned enterprises in goods or services both in the context of fulfilling community needs and in the context of implementing orderliness (Robert & Denhardt, 2000; Wahyuningsih et al. al., 2020b).

Public service is an activity or a series of activities in order to fulfill the need for services in accordance with the regulations for every citizen and resident for goods, services and administrative services provided by public service providers, the administration of public services or the organizers constitute every State administering institution, corporation, and an independent institution formed based on the rules for public service activities and other legal entities formed solely for public service activities (Purwadi et al., 2019; Zainurossalamia, 2020).

District governments and municipal governments are fully responsible for the implementation of health development to improve the standard of living and health status of the people in their areas, by providing satisfying services. The process of health services and service quality is related to the availability of health facilities consisting of basic health services, referral services (hospitals), availability of health personnel, equipment, and medicines (Aslan et al., 2019).

Community Health Center (Puskesmas) Ujoh Bilang is the only health center in Long Bagun sub-district, Mahakam Ulu Regency, and is the spearhead of health, especially in the Long Bagun District

area (Purwadi et al., 2020).

Puskesmas Ujoh Bilang was established in 1974 which is located in the middle of community settlements in Ujoh Bilang village or on the banks of the Mahakam river, with the division of the Regency in 2013, Ujoh Bilang Puskesmas moved locations in the Tikah river, Ujoh Bilang Village which was inaugurated on 11 November 2016 to coincide with Health Day National, and inaugurated by the Regent of Bonifasius Belawan Geh.

Puskesmas Ujoh Bilang is the main Puskesmas of 5 Districts located in Long Bagun District, Mahakam Ulu Regency, which provides services to the community. The total population of the Puskesmas Ujoh Bilang working area is 10,962 people, divided according to gender, namely 5,793 men and 5,174 women, spread over 11 villages divided into 13 Weighing Groups (Posyandu). with the number of doctors on duty at Puskesmas Ujoh Bilang, Long Bagun District, as many as 6 people, namely general practitioners in carrying out their duties assisted by several health workers, both graduates of nursing schools, midwifery, nutritionists and public schools (BPS Statistics of Mahakam Ulu Regency, 2020).

2. Background Theory

2.1. Public Health Services

Public health services are activities carried out by health centers in providing health services to the community in a more equitable and quality manner by realizing a health service that is in accordance with the health conditions of the surrounding community that public health service is a service provided to the community in accordance with health conditions. Community and includes efforts to improve health disease prevention, treatment, and health recovery (Walt & Gilson, 1994).

Public health service is an effort to maintain and improve health carried out by the government and society aimed at the community. In relation to health efforts for the community, it cannot be separated from the role of the Puskesmas. In Indonesia, Puskesmas was born in 1968 at the National Health Working Meeting (RAKERNAS) I, which was located in Jakarta, on efforts to organize a health service system (Wowor et al., 2016; Damopolii, 2016).

2.2. Quality of Health Services

The quality of health care for the public began as an attempt to not only incentivize the health care system in terms of improved performance and quality but to increase transparency for patients and empower them as consumers in the health sector (DeVore & Hernandez, 2020; Amelia et al., 2015).

Quality of health care is aimed at consistently pleasing patients through the delivery of effective and efficient health care services based on guidelines, the latest clinical standards, and able to meet patient needs. Health care quality is generally defined for all stakeholders (involving effective bidding) with a contribution to patient well-being and satisfaction (Mosadeghrad, 2013).

The quality of health services is very influential on patient satisfaction. The quality of health services has a strong correlation and has a positive impact on patients. This is based on patient satisfaction which is an indicator in the efficiency of quality and health services (Batbaatar et al., 2017; Lankarani et al., 2016; Widayati et al., 2017).

3. Methods

The study design is part of a method that contains a description of the chosen study approach. This study is designed with a strategy that guides researchers in data collection, analyzing findings, and interpreting data. After that, the conclusions are described in detail (Miles & Huberman, 2004).

This type of study is based on a qualitative approach. It aims to reveal information so that it puts more emphasis on process and meaning problems by describing some of the problems. We focus and

emphasize based on research objectives designed on the effectiveness and quality of public health services in the Ujoh Bilang area, Mahakam Ulu Regency (Indonesia).

It should be noted, however, that qualitative and descriptive research methods have become familiar procedures in a study of various disciplines (including education, psychology, and social sciences). The value is based on the premise, because a problem can be solved and practice in the field can be improved through observation, analysis, and description (Kim et al., 2017; Koh & Owen, 2000; Nassaji, 2015).

4. Results and Discussions

In this section, a discussion of the results of research from data obtained from the field will be described which is then adjusted to several theories regarding public health services (Tjiptoherijanto & Soesetyo, 1994). Service procedures regarding quality and timeliness are important benchmarks.

The results of the study shows that the procedures for public health services at Puskesmas are still not maximal. It still needs evaluation and improvement in the implementation of service providers, the existing system must be improved and repaired to achieve the service standards expected by all parties. There is a need for guidance from central and regional governments as well as community health center leaders in order to support developments in the health sector.

This also shows the extent to which the quality of a public servant to the community, if the services provided are in accordance with meal procedures, the quality of the services provided will be guaranteed.

Timeliness in health services is not optimal, where there are still employees who are not on time both in terms of attendance and in providing services according to their main duties. Discipline violations in implementing health services from the stipulated working hours of employees who take work time for personal interests outside of working hours, as well as the distance to the Puskesmas which is far from their residence, so that the services provided are less effective and efficient.

This really has an impact on achieving maximum service. The study reveals discipline and punctuality of work, namely the determination of working days and working hours which are regulated and determined by the mandatory agency to comply with existing regulations. The timeliness of working at the Ujoh Bilang Health Center has not been implemented optimally (Shah et al., 2020). Therefore, employees need to know all the rules that have been determined to improve the quality of better health services.

For service quality regarding reliability, still not optimal, there is still a need for improvement in the implementation of public health services in order to increase maximum service so as to improve its quality.

There are several obstacles in terms of the responsiveness provided by the staff of the Ujoh Bilang health center so that the services provided are still not optimal, this is because the number of officers is minimal, so the services provided by health workers are not optimal.

In addition, the assurance given by the Puskesmas Ujoh Bilang staff is quite optimal. Because the professional attitude and response to patients are very supportive for patients and they feel very appreciated and feel comfortable so that the service process provided becomes smooth.

Empathy from the Puskesmas Ujoh Bilang staff can be said to be quite good. Here, health workers are very much trying to convince patients or service recipients that the services provided can help various complaints so that patients feel comfortable and safe when following the existing service processes.

Employee tangibles are still not optimal. This is due to inadequate infrastructure, so regarding this, it is necessary to procure physical facilities, computer chairs, desks, and other items that support public health services.

Several supporting factors in the implementation of public health services in Ujoh Bilang with the support from the Mahakam Ulu Health Office in the form of guidance, education, training for health

workers in accordance with their respective fields, cooperation among Puskesmas employees in carrying out their duties and obligations is full of responsibility answer.

It can be concluded that the support of the local and central government will greatly influence the improvement of existing resources, both infrastructure and facilities so that the improvement of the quality of health services is increasingly running well.

For the inhibiting factors for public health services at the health center, Ujoh said, namely, the limited facilities used at work, inadequate internet access in finding information, or sending job reports to the central government, this made work delayed and did not comply with service standards.

The distance between the residence and the office is far so that health workers do not go to work on time and low public education will be important for health. The existing infrastructure is still inadequate, this hinders the service, among others.

5. Conclusions

Public health services are seen from the aspect of procedures and the timeliness of services or procedures for delivery is still not optimal. This is because there are still employees who are not on time both in terms of attendance and in providing services according to their main duties. The above matters will affect the service recipients who can say that the service will not be optimal if it is not immediately fixed and continues to strive to improve services to the maximum. Government support greatly affects public health services both for human resources, support facilities, and health workers as well as other physical facilities.

The service quality of Puskesmas Ujoh Bilang can be seen from the dimensions of reliability, responsiveness, assurance, empathy, tangibles which are still not optimal. There is a need for improvement and a more in-depth evaluation of some of these things in order to improve quality health services.

As for the inhibiting factors in public health services, such as lack of discipline, lack of facilities, and lack of medical personnel are the main concerns of this study, so that these constraints are considered to be a priority scale for improvement.

6. Limitations and Suggestions

There is a need for monitoring and evaluation of employees who commit violations or violate regulations in implementing health services. This is necessary because it is related to the employee's sense of responsibility for the duties they carry, this is done to improve quality, the ability of employees to carry out their duties, and to be able to use their service time effectively and efficiently.

Increasing the number of implementing personnel and providing guidance to Puskesmas employees, said education and training so that the officials could understand, understand and be able to carry out the tasks they carry so that they could be carried out properly.

Improving facilities and infrastructure or adding operational facilities, for example by increasing the number of seats and waiting rooms for patients, adding other medical equipment to better support the work of medics in carrying out their duties, and need bear responsibility as public servants.

7. References

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