

The Performance of Medical Personnel and Public Service on Puskesmas

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ABSTRACT

This study aims to investigate the performance of employee and public health services and the relationship with the employee's performance on public health services at Puskesmas Rumbio Jaya. The population in this study were all employees of Puskesmas Rumbio Jaya (head/leader Puskesmas, Chief of Administration Puskesmas, administrative employee Puskesmas, employee Puskesmas) as well as people who need health services at Puskesmas Rumbio Jaya. To facilitate the carrying out of research, techniques for the determination of employee Puskesmasrespondents using census techniques that all employee health clinic (32) and as many as 45 communities as respondents. The results showed a positive relationship between the performance of employees with public health services at Puskesmas Rumbio Jaya. The better performance of employees, the better the public health services at Puskesmas Rumbio Jaya.

Keywords: *employee performance, medical personnel, public service*

INTRODUCTION

Health development as one of the fields in the national development needs to be directed towards the attainment of awareness, willingness, and ability to live a healthy life for every resident in order to achieve optimal health status. Health efforts aimed at efforts to cure (curative) and involves efforts to improve health (promotion), prevention (preventive), and restoration of health (rehabilitative) should be carried out jointly by the government and society. Where one of the obligatory function of local government authority for the district / city, namely the handling of health.

Development efforts of the government health sector has been able to lower the birth rate, infant mortality, maternal mortality and increase life expectancy and quality of life. Development efforts should be further enhanced given the increasing challenges in the future. With the presence of the era of globalization, population and people of Indonesia are required to be qualified in order to join and participate and compete.

At this time, the development of health experienced serious challenges mainly because of the epidemiological transition, ie a transition state the types of disease that affects the population of conventional diseases into degenerative diseases. In this transition period, there are two conditions that desperately need treatment, namely: First, there are still many cases of infectious disease transmitted quickly and off as well as malnutrition, especially in rural areas, urban slums, remote

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and isolated communities. Secondly, the incidence of non-infectious diseases, degenerative diseases, chronic diseases, HIV and AIDS, and diseases caused by human actions such as increasing accidents. Both of these conditions is clearly a challenge to health programs remains to be constantly strived to be improved.

In tackling various health problems, for people who are not able or for people who are in rural, urban and remote areas and difficult to reach areas, the government has established health institutions. Institutions include Community Health Centres (PHC), health center, and a mobile health center. Puskesmas has attempted such a way that in each sub-district has available. At each Puskesmas has been equipped with doctors and even dentists.

The role of Puskesmas from the beginning designed to be the center of health care, public health training centers, and the development of community health centers has not changed much. In the midst of the development of various types of health care, quality of health services at Puskesmas is still often overlooked. These conditions must be observed and anticipated by the leadership ranks of healthcare organizations primarily by the leadership of the District Health Office/City Puskesmas and its staff ranks. To that end, the quality of public health services through health centers, good quality of care (professional services) and quality of services (service management), should continue to be pursued by improving the performance of employees on duty at Puskesmas so that the user needs and satisfaction of Puskesmas services can be met.

Puskesmas Jaya Rumbio is one of the health unit in the District Rumbio Jaya, District of Kampar. Basic health programs implemented jointly and continuously on Puskesmas Rumbio Jaya consists of six main programs, namely:

- 1 Examination and Treatment
- 2 Mother and Child Welfare and Family Planning
- 3 Health Promotion
4. Eradication of infectious diseases
5. Improved nutrition
6. hygiene and environmental sanitation

This program will come to fruition when the performance of employees at Jaya Rumbio Puskesmas in good condition. The increase in the number of visits that must be anticipated large enough to increase the performance of the employee health center, so that the health care provided to the public in accordance with their needs. To support the main program to be implemented as much as possible and it is necessary to study the performance of continuous employee health centers and community health services.

According to Boediono (2003) service is a process of assistance to others in ways that take a concerted certain sensitivity and interpersonal relationships in order to create satisfaction and success. Thoha (1991) argued that the Service is an attempt by a person or group of persons or particular agencies to provide assistance

and convenience to the public in order to achieve certain goals. Gosperz (1998) suggested that the service is an activity among other service providers to the customers or people who need the service. Ruky (2003) suggested that several factors to measure the performance of employees, namely:

- 1 The ability to work
- 2 Discipline of work
- 3 The work

Opinions on the line with that proposed by Zethami (1990) that the service can be measured from:

- 1 Reliability, ie services provided appropriately and quickly implemented
- 2 Responsiveness, which is implemented by the service given full responsibility
- 3 Assurance, which is given in the service capabilities required
- 4 Empathy, namely ease of service memberikanan
5. Tangible, the facility in providing services.

This study aims to investigate the performance of employee and public health services and the relationship with the employee's performance on public health services at Puskesmas Rumbio Jaya.

METHOD

This study was conducted at Puskesmas Rumbio Jaya Sub-district, Rumbio Jaya, District Kampar. The population in this study were all employees of Puskesmas Rumbio Jaya (head / leader Puskemas, Chief of Administration Puskemas, administrative employee Puskemas, employee Puskemas) as well as people who need health services at Puskemas Rumbio Jaya. To facilitate the carrying out of research, techniques for the determination of employee Puskesmasrespondents using census techniques that all employee health clinic (32) and as many as 45 communities as respondents.

Data was collected by observation, direct observation of conducting research related to the location of the performance of medical personnel and public health services and questionnaires that use a list of questions that have been patterned addressed to the respondent. The hypothesis proposed in this study is: The better performance of medical personnel, the community health services\increasing.

RESULTS AND DISCUSSION

Employee Performance Puskesmas

Work Ability Employee Puskesmas

A total of 43.75% of the respondents responded that the ability to work well in the category of employee health centers. This is because employees work in accordance with the duties and areas of expertise, as well as the work experience of employees is also relatively long. In addition, most of the employees are able to carry out a given task. The number of respondents who gave responses that work ability is quite good employees as much as 37.50%. Only 18.75% of respondents stated that the ability of employees working in underprivileged ketagori.

Work Discipline Employee Puskesmas

Discipline is fair employee health centers. Employee Puskesmasin charge of a predetermined schedule and timekeeping clerks but in works including the category quite well. Employee health centers serve patients well enough in accordance with the set time.

Results of Employee Occupational Puskesmas

A total of 43.75% of the respondents responded that Puskesmasemployees work Rumbio Jaya including good category, 46.87% of respondents gave a response personnel work pretty good and only 9.38% of respondents who respond less well employees work. Dominant responder personnel that work quite well categorized, on the grounds that the employees are skilled enough to do the job assigned to him and quite capable in dealing with patients. Employee experiences in the field of work is relatively quite long and quite diligent in their work.

Recapitulation respondents about work ability, work discipline, and the results of employee Puskesmas Rumbio Jaya then known 40.62% of respondents stated that Puskesmas Rumbio Jaya employee performance categorized as good, as much as 43.75% of respondents gave responses that were categorized employee performance is quite good. Only 15.63% of respondents who respond less well employee performance. Based on the results of the recapitulation of respondents indicate that employee performance employee performance Puskesmas Rumbio Jaya including the category quite well.

Implementation of the Public Health Service

Implementation of the activities of employee health services provided to the community PuskesmasRumbio Jaya / patient views of the indicators: Reliability, Responsiveness, Assurance, Empathy, and Physical Visibility (Tangible).

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Reliability

A total of 46.67% of the patients responded that the reliability (reliability) is quite good employee health clinic. A total of 31.11% of patients responded well and the reliability of employee health centers as much as 22.22% of patients respond poorly reliability personnel, especially for reasons of treatment services faster and less complicated service procedures.

Responsiveness

It turns out that 35.56% of patients responded that the responsiveness of employees in Puskesmas providing care to patients categorized as good, as much as 42.22% of respondents responded that responsiveness employee health centers provide health services is quite good, while the respondents who stated that the responsiveness of employees is less well by 22.22%. The reason patients respond quite well, because employees respond to patient complaints fairly quickly and precisely and can immediately handle patient complaints. Besides, employees provide sufficient appropriate action against patients who require and employee information provided to patients is clear and easy to understand. On the other hand, the reason of patients who respond less well is an act of service which is less precise and less rapid completion of the patient's complaints.

Assurance

It turns out that 35.55% of patients responded that assurance personnel in providing health services in both categories, as many as 46.67% of patients responded that assurance personnel providing health services is quite good. While respondents who responded that the employee provide certainty classified as poor health services as much as 17.78%.

Empathy

A total of 48.89% of respondents categorize employee empathy towards patients is quite good, 31.11% of patients responded that empathy employee Puskesmas Rumbio Jaya providing health care to patients classified as good. Patients who expressed empathy employees in providing services to the poor patients as much as 20.00% of the patients.

Tangible

A total of 37.78% of patients responded that the physical appearance of health services at Puskesmas Rumbio Jaya are categorized either, as facilities available medical equipment in accordance with the requirements, cleanliness and adequate room keyamanan, and neatness employees serve patients. Patients who

stated quite good physical appearance as much as 46.67%, while patients who states that the physical appearance of poor health services categorized by 15.55%.

Recapitulation of research data on indicators of community service that includes reliability (reability), responsiveness (responsive), assurance (insurance), empathy (empathy) and Visibility physical (tangible). A total of 46.67% of patients responded that health services at PHC Rumbio Jaya including the category quite well, as much as 33.33% of patients respond well and 20.00% of the patients who responded poorly.

Employee Performance Relationship with Public Health Service

The relationship between the performance of employees with public health services at Puskesmas Rumbio Jaya can be seen that the average employee performance in the category quite well. Average public health services also include the category quite well. Relationship with the employee's performance of public health services at Puskesmas Rumbio Jaya can be expressed as follows:

- 1 The proportion of employee performance in both categories was 40.62% related to the proportion of public health services categorized both by 33.33%.
- 2 The proportion of employees in the category of performance good enough for 43.75% related to the proportion of public health services category good enough for 46.67%.
- 3 The proportion of employee performance which include unfavorable category at 15.63% related to the proportion of public health services are categorized either as much as 20.00% less.

The conclusion that can be drawn from the above analysis is that there is a positive relationship between the performance of employees with public health services, the better the performance of employees, the better the public health services at Puskesmas Rumbio Jaya. The relationship between the performance of employees with public health services at Puskesmas Rumbio Jaya showed a positive relationship, where the better performance of employees was also led to better public health services provided. This condition is shown the proportion of employee performance in both categories was 40.62% which is related to the proportion of public health services are categorized quite good at 33.33%.

The proportion of employees in the category of performance is good enough for 43.76% related to the proportion of public health services category at 46.67% is good enough. Furthermore, the proportion of employee performance which include unfavorable category at 15.63% related to the proportion of public health services are categorized either as much as 20.00% less.

CONCLUSION

Based on research conducted on all employees of Puskesmas Rumbio Jaya numbering as many as 32 respondents, the results showed that as many as 40.62% of the respondents responded that the performance of employees categorized as good, 43.75% of respondents responded that employee performance is quite good, and 15, 63% of respondents gave responses that were categorized poor employee performance.

Based on responses from 45 patients were used as respondents about public health services at Puskesmas Rumbio Jaya, was 33.33% of the respondents responded that public health services are categorized well, 46.67% of respondents responded that the public health service is quite good, and 20, 00% of respondents responded that public health services are less well categorized.

There is a positive relationship between the performance of employees with public health services at Puskesmas Rumbio Jaya. The better performance of employees, the better the public health services at Puskesmas Rumbio Jaya.

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