



Quality of Government Innovation Public Safety Center (PSC) 199 in Soppeng Regency

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Abstract

Government innovation in health services is one of the autonomy affairs that has a lot of room for innovation because the challenges of health services are very complex, that complexity produces various ideas in addition to producing novelty in a government innovation update, among others, in improving services to the community both in the central government and local governments. At the local level, for example, there are currently several city districts that have succeeded in holding administrative innovations, to improve government administration, and can serve the community well. But the performance of local governments in implementing public services in improving the achievement of local government development. This research uses qualitative methods. Data collected through observation and documentation and developed through interviews. The results of this study indicate that the quality of Soppeng Regency local government innovation in health services for 24 hours can be categorized as good and maximum service, because it is based on the rules of the government itself and perceived service to community leaders and service users (Patients).

Introduction

One of the basic needs of society is health. The public can provide an assessment of government performance based on the services they receive. So the quality of public services in all institutions is a fundamental thing that needs to be improved immediately. (Kurniawan, 2017). By improving the quality of public services, better quality of public services can change the view of public satisfaction so that public trust in the government can be increased again (Mahsyar, 2011). Implementing good public services can actually raise public enthusiasm and participation to further maximize the implementation of good governance (Muhammadiyah, 2011). The government is increasingly increasing openness and speed of access to information services in order to realize good governance. (Tavares & Tjiptabudi, 2020)

Furthermore, Innovation according to Muluk in (Ariyani et al., 2016) Innovation in the public sector is aimed at increasing efficiency and reducing costs, because public sector organizations basically always face resource scarcity and budget limitations. Products in Innovation services meet at least three indicators (Agus Dwiyanto, 2021), first Responsiveness is the responsiveness of service providers to the hopes, desires, aspirations and demands of service users, second Responsibility is a measure that shows how far the process of providing public services has been carried out. in accordance with the correct and established principles or provisions of administration and organization, thirdly, Accountability is a measure that shows how much the service delivery process is in accordance with stakeholders or norms developing in society. Furthermore, Innovation according to (Lambuasi et al., 2020) Innovation can be defined as the development and utilization or mobilization of knowledge, skills and experience to create or improve the latest products, processes and systems, which can provide meaningful or significant assessments. Innovation can be interpreted as a series of human activities or

thoughts that can discover something new related to input, process and output, and can provide benefits in human life. (Ridwan et al., 2023)(Juliarso, A & Hidayat, 2017)

Health services according to Lovely, Loomba in (Prana, 2013) are any efforts carried out individually or jointly within an organization to maintain, improve health, prevent and cure disease and restore the health of individuals, families, groups and/or communities. Meanwhile, innovation in the health sector is a new idea that is first applied to a service that initiates or improves a product or process and service by presenting a new service. (Anggraeny, 2013)

In general, health services do not only limit the number of sick people but also give full attention to improving patients towards improving their health (Tahir & Harakan, 2017). The community's need for health services is a subjective measure, due to the manifestation of health problems in the community which can be seen from the description of disease patterns. So that determining the development of the need for health services can improve disease patterns in society. (Hilda Herdiani, 2015).

The large number of public concerns regarding services that do not meet health service standards is also the reason that pre-hospital measures previously carried out at Community Health Centers are now the community's choice before receiving further treatment. Therefore, there is a need for service innovation in the health sector. The Soppeng Regency Government presents public safety center 119 as a health service innovation to improve public services to the community, especially health services and disseminating information to the public about the integrated emergency management system (SPGDT) through the Public Safety Center (PSC) service.

Many studies related to public service innovation have been carried out by practitioners and academics before. Research from (Prawira et al., 2014) The research results show that the SPGDT 119 Call Center is an innovation in the process of providing emergency services to the community because it provides a new way of providing services. This service has good service and has advantages compared to other services, namely the ease of obtaining service by calling interactively to number 119 and the process of providing service 24 hours a day for 7 days. (Yanuar, 2019) research results show that health and emergency services use call center services that are integrated with the center. This program is based on Presidential Instruction No. 4 of 2013 which then became a follow-up step resulting in the existence of Public Safety Center (PSC) 119 Bantul Regency. (Asmara & Rahayu, 2019) research results show that the findings of this study are that the changes implemented at the organizational management level of Blambangan Regional Hospital are a series of integral actions of public service innovation which can be seen through the view of innovation steps in the public sector.

It is hoped that the implementation of Regional Government policies will have a good impact on improving community welfare (Wicaksono, 2019). Therefore, the regional government of Soppeng district implemented a policy regarding PSC 119 health services because it is the obligation of all levels of government from the regional to the central level to innovate in providing health services that are easily accessible to the public, including PSC 119 services through visits to patients. who need health services, as has been implemented so far.

Based on the background description above, it shows that from the researchers' initial observations there are still problems in health services. So that in this research the aim of the research can be formulated to determine the quality of Public Safety Center (PSC) 119 Health Service Innovation in Soppeng Regency based on the dimensions of service quality delivered (Agus Dwiyanto, 2021): Responsiveness, Responsibility and Accountability.

Methods

This article is based on the results of research using a qualitative-descriptive approach. The qualitative research approach aims to understand what the research subjects experience by means of descriptions in the form of words and language by utilizing various scientific methods (Moleong 2007:6). The data used in this research was obtained from the Government which handles health service innovation as well as the community using services which was processed using Triangulation. The consideration for choosing Soppeng Regency is because the local government has formed a Regional Integrated Service Unit to handle health services to the community which is the government's mainstay program and has become an independent unit. The data collection technique used is documentation from written sources and developed through interviews. Interview studies were conducted with Public Safety Center employees and service users.

Results and Discussion

From data analysis, it was found that the quality of the Public Safety Center government innovation was identified from 3 indicators (Agus Dwiyanto, 2021): Responsiveness, Responsibility and Accountability which will be discussed further: This research measures the quality provided from the perspective of the service provider, namely the Public Safety Center 119 Soppeng Regency service unit. Based on the results of interviews from Dr. Reza, as the Coordinator of the PSC 119 service task force in Soppeng district, found that $\pm 95\%$ of the people who had received services from PSC 119 were satisfied. This will be discussed in the assessment indicators.

Responsiveness in PSC 119 Soppeng Regency services

Responsiveness is a willingness to help and provide fast (responsive), accurate service and convey clear information to customers. Responsiveness is the most dynamic quality assessment. This is because each individual's assessment tends to differ from one patient to another regarding the standard of responsiveness of health workers in providing services according to procedures. Responsiveness is the patient's perception of the nurse's ability and reliability to be responsive and alert to various things including complaints and patient needs. (Saprilla, 2018). Meanwhile, according to Tjiptono and Chandra in (Tandhia, 2016), responsiveness is related to the company's willingness and ability to help consumers and respond to consumer requests, as well as informing when services will be provided and then providing services quickly.

The Responsiveness aspect is related to the responsiveness of service officers in receiving complaints and requests from the public regarding the desired services. Responsiveness also provides a role for the community regarding the desired expectations for emergency response health services. Fast services provided to health service users require synergy between the community and the government itself so that the services provided run optimally. Therefore, it is hoped that the community will take part in implementing fast-response health services. Implementation of the Public Safety Center (PSC) 119 Program is a government program.

Public Safety Center (PSC) 119 Soppeng district is an emergency service using the 119 call center service which is integrated directly into the center. The presence of PSC 119 received a positive response from the community because it presented several first programs, which were pick-up and drop-off, meaning that if people needed emergency services or traffic accidents as well as home care, the PSC team quickly went to the location of the incident to pick up and/or provide assistance. first to the patient without having to rush him first to the hospital or health center. Second, integrated with the center, this service is available in almost all cities or districts

in Indonesia with call center 119. So it provides a way for the public to contact this number if they are in an emergency situation. The implementation of the PSC 119 Soppeng Regency service is not without obstacles.

Integrated Safety Service Center (PSC) 119 Soppeng serves as the first handling unit for daily emergencies in the community and during disasters by trying to respond quickly and precisely to prevent disability and save lives.

With the PSC 119 call center service, it can be interpreted as a coordination system for various work units (multi-sector), supported by various professional activities to provide integrated services for emergency patients, in disaster situations and on a daily basis. Soppeng Regency PSC 119 services provide three service accesses simultaneously in one access, 1) Health Information Services; 2) Ambulance support services; 3) Hospital referral services, all of which can be accessed via the PSC 119 call center service with the 119 Soppeng Integrated Safety Service Center hotline number which can be contacted, namely the toll-free number 119 where this connection is via the NCC (National Command Center) at the Ministry of Health. The local telephone number is (0484) 119, the GSM telephone number is 0812 1800 119 and the Radio Frequency is 150,200 + 7000 MGH. This means that having a call center service that can be accessed easily and can be accessed 24 hours a day is an advantage that will provide service responsiveness based on the needs of the community.

Based on the results of the interviews, the author found several factors that hindered PSC 119's service innovation. Among them are: First, integration between the PSC and the hospital in service actions which still takes time. Even though the PSC staff's treatment can be categorized as fast and active, when a patient requires referral action it will take more time. This is because there is no integration in every health service. Second, there are prank calls or prank callers to the PSC 119 Call Center. There are still people who are just curious about this service, so it is not uncommon for people to call just to know and ask about the function of this service. Third, access to locations that cannot be reached by four wheels is an obstacle because patients need them from several different locations.

Responsibilities applied in PSC 119 Soppeng Regency Servants

In providing services, there are various organizational administrative rules and organizational principles that have been determined to support the quality of officers' responsibilities regarding performance in providing services. (Dwi S et al., 2020). According to (Hardiansyah, 2018), responsibility is a measure that shows how far the process of providing public services is carried out in accordance with correct and established administrative and organizational principles or provisions. Furthermore (Atthahara, 2018) said that from here responsibility can also be interpreted as the extent to which the government is responsible for the public service process.

The orientation in establishing Public Safety Center (PSC) 119 Soppeng district health services is to meet the health and emergency service needs of the community. This is regulated in Soppeng Regent Regulation number 78 of 2017 concerning the Establishment of a Regional Technical Implementation Unit for Integrated Health Service Center 119 at the Health Service. Furthermore, in carrying out their duties, officers are guided by the Standard Operational Procedures for Government Administration (SOP-AP) for carrying out operational technical tasks and/or certain supporting technical tasks.

Table 1. PSC 119 Technical SOP Table

No.	SOP Name	Number of SOPs
1.	SOP for Nursing/Doctor services	22

2.	SOP for the Use of Emergency and Reception Ambulance and Emergency Call Response	2
3.	Midwifery Service SOP	3
4.	Pharmacy SOP	7

Source: PSC Information Subsection 119 Soppeng Regency

Furthermore, there is a Public Safety Center District policy. Soppeng needs to be adhered to by every employee, nurse and medical personnel to carry out their duties in accordance with established procedures and policies issued by the leadership so as to be able to produce a maximum service system in accordance with the vision and mission and meet service quality standards in realizing patient satisfaction in using services. These provisions regulate all and bind every employee and then carry out all applicable provisions and policies. Each element in the Public Safety Center has its own sections and provisions in carrying out their respective duties.

Based on the author's findings, in the matrix of division of government affairs in the health sector, the Integrated Safety Service Center (PSC) is included in Health Effort matters, at the Regency/City level it is included in health efforts affairs, at the district/city regional level and at the district/city level reference city. Based on this, the Integrated Health Service Center (PSC) 119 Soppeng is a UPTD which was formed based on authority at the regional level. Public Safety Center (PSC) 119 Kab. Soppeng has activities sourced from DAK (Special Allocation Funds) funds for the health sector in the 2017 fiscal year.

In the implementation of the Public Safety Center (PSC) 119 Soppeng Regency, employees have carried out their duties and functions in accordance with the established rules, to maximize the public's reporting duties to the service, which is also an indicator of maximization in service. Based on the findings, Technical Activities of the Public Safety Center (PSC) 119 Kab. Several implementations have been carried out taking into account the SOP, including: 1) Responding quickly and appropriately to handling emergency victims in the field; 2) Speed up the process of evacuating emergency victims/patients to the nearest health facility; 3) Efforts to prevent disability and death due to emergencies; 4) Other efforts deemed necessary related to emergency management. Medical officers and teams have an important role in responding to community needs and complaints in the health sector, especially in emergency measures because each officer has a health background by providing alternative solutions to existing problems in the health and emergency sector. Especially in providing preventive first aid measures including traffic accidents, homecoming, hospital referrals, health information and ambulance service support.

It can be seen that the fulfillment of Public Safety Center (PSC) 119 Soppeng Regency services in the dimension of responsibility in providing health services has gone quite well in terms of providing services that are clear and directed through service provisions and principles. Of course, this still needs to be done in improving services so that it becomes an evaluation of officers in the service. Apart from that, comprehensive assistance to the community is still needed because the community does not know the exact duties and functions of the health services provided.

Accountability for implementation of PSC services 119 Soppeng Regency

Accountability is defined as the principle that an organization is obliged to take responsibility for the tasks it has carried out by managing existing resources to provide public services to the community. (Setyawan, 2010). Furthermore (Amalia & Widiastuti, 2019) Accountability is a

form of responsibility from the trustee. (Suyono et al., 2022) argue that accountability for work means that every employee must have a sense of responsibility in carrying out their work. Accountability is a measure that shows how the service implementation process is in accordance with norms developing in society which assign responsibility to officers. Public Safety Center (PSC) 119 Kab. Soppeng is a regional integrated service unit that runs independently and has a legal basis. The Public Safety Center provides facilities according to reports and community needs.

In the daily implementation of PSC 119 Kab. Soppeng has an organizational hierarchy that has different tasks, functions and obligations and then creates different ways for each structure to account for the tasks it carries out. There are powers starting from the Head of UPTD to the highest position, head of administration, Head of Sub. Sections, and Coordinators in each sub-district, doctors, nurses, medical personnel, midwives and vehicle drivers, all must be accountable for the tasks they have carried out. Based on the author's findings, PSC 119 Kab. Soppeng has a team that works together for health services which has separate duties and functions in their fields. To adequately implement health services requires work targets and implementation targets together with several agencies involved in daily work. Work evaluation for health activities and services to the community has been carried out so that reporting and accountability run in accordance with work administration. In carrying out their work, officers provide supporting documents that are given to patients as compliance by officers and the public with the administration and rules that have been set. This shows that accountability of service to patients also takes priority before carrying out ongoing examinations if needed.

Implementation of assigned work focuses on emphasizing disease prevention. The implementation of prevention duties is very much needed by the community. This is done by officers by carrying out evaluation activities every month, providing material to find out where work deficiencies and illnesses are experienced by the community. Of course, in this aspect, researchers found deficiencies related to officer integration, where there was no server that united relations between related agencies in the daily implementation of work. However, the community is satisfied with the presence of Public Safety Center (PSC) 119 services which focus on health services.

Conclusion

Based on the results of the discussion, it can be concluded that the quality of Public Safety Center (PSC) 119 Soppeng Regency service innovation. Services in the Responsiveness aspect show that the implementation of rapid response has been implemented well for health services, a program that prioritizes pre-service facilities, the Public Safety Center has become an alternative for the community if they need health services and services will run optimally if assisted by reports from the community itself. Responsibility shows that officers have carried out their duties and complied with the SOP, because they can facilitate the community in stages for 24 hours. However, of course assistance is still needed in the future. Accountability, there is a hierarchy of power that each has its own duties, functions and obligations and everyone must be accountable for the tasks they have carried out and be able to maximize their work for the community.

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