

Public Manajemen Service Policy Health Services In The City Of Palu, Central Sulawesi

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Abstract.

Determination of the target of disease sufferers is determined by the regional head using the latest basic health research data determined by the Minister of Health (Palu City Health Office, 2022). Aspects of the carrying capacity of the implementation organization, the application of policies has not been going well because community constraints are not compliant with the treatment that causes lack of control of diseases suffered. The development of theory through case studies, is one of the research strategies involving one creating theoretical construction, proposition or theory of the middle range based on cases and empirical facts (Eisenhardt, 1989). Organizing SPM, the Minister of Domestic Affairs of the Republic of Indonesia issued Regulation Number 59 of 2021 concerning the application of minimum service standards then this circular is a reference to the local government to be able to issue a Governor Regulation on the Application of the Minimum Service Standards for 2023 issued on May 24, 2023 where the implementation of the application Minimum service standards include the type and quality of basic services starting from the application, monitoring, evaluation, handling issues and problems in the application of minimum service standards in the regions as regulated in the provisions of Governor Regulation Number 23 of 2022 concerning the application of Minimum Service Standards (Pergub, 2023). Aspects of the carrying capacity of the implementing organization, the application of this policy has not been going well because of the existence of several obstacles such as there are still people who are not compliant with anti -hypertensive treatment that causes lack of blood pressure control. Judging from the aspect of the carrying capacity of the implementation organization, the application of this policy has not been well going well in the Puskesmas in the Palu coat, due to several obstacles such as there are still people who are not compliant with anti -hypertension treatment that causes lack of disease control.

Keywords: Policy, Manajemen Health Services and in Palu City

I. INTRODUCTION

One of the public services is beneficial for the community to be able to place the government bureaucracy at the level of providers or public services to achieve this, breakthroughs are made to implement the minimum service standard. Minimum Service Standards Become a Reference for Some Officials, Employees to Provide Public Services in Accordance with Authority. Minimum Service Standard Objectives. Encourage the advantages of transparent service quality, accountable, meet the expectations and needs of the providers, recipient of services. Medical Services Develop with the Growth of the Development of People's Lives More Complex. Health policy does not only cover the technical aspects of medical health services, including various efforts in decision making actions both at the individual and organizational level, government interest group, private sectors, ngos and the general public have an impact on health (Reski, 2021) Maintenance of personal health, overall key health environment. Puskesmas Play A Large Role in Realizing Public Health Services Agencies Organizing Health Services. Important Public Service is one element in the context of order, a concrete manifestation of public services, is obliged to provide services to all levels of society as a whole regardless of social status, realize the abilities of each population to live healthy , MAXIMIZE SERVICES to the Community, Public Health Center Institutions Must Apply Various Policies Encourage Patients to use maximum health services, depending on employee showing morale increased improving.

Reformation in the health sector was carried out efforts to improve health services to be effective and efficient, easy to reach all levels of society (Nurul, 2019). Minimum Service Standards (SPM) is a provision regarding the type and quality of basic services, a government affairs must be entitled to be obtained by every citizen at a minimum. Technical Regulations related to SPM are contained in the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 concerning Technical Standards for Fulfilling the Quality of Basic Services in the Minimum Service Standards for Health. The technical

regulation is still relatively new formed in 2019, the implementation of health services is listed in Article 2 of the Minister of Health Regulation of the Republic of Indonesia Number 4 of 2019 concerning Technical Standards for the Fulfillment of Basic Services on Minimum Service Standards for the Regional Government.

The regulations are determined by measurable achievements and targets. (Yulia, 2020). Minimum service standards (SPM) are considered important, SPM throughout the region or region is given instructions and direction related to services simultaneously, then SPM is expected to be an indicator in improving the welfare of the community, so that the standard of living of the community will improve as well. (Yulia, 2020). Based on data on the Report on the Application of the Minimum Palu Palu Peling Standard (SPM) in 2022, the Palu City Government is obliged to provide health services according to standard to all sufferers of diseases aged 15 years and over as a secondary prevention effort in the work area within a period of one year. Patient health service standards are carried out by doctors, midwives, nurses and public health workers, with the support of the media communication and ends (KIE), tensimeter and recording and reporting forms of PTM information systems applications. While the standard number and quality of health human resources includes doctors, midwives, nurses and public health workers. Determination of the target of disease sufferers is determined by the regional head using the latest basic health research data determined by the Minister of Health (Palu City Health Office, 2022). Aspects of the carrying capacity of the implementation organization, the application of policies has not been going well because community constraints are not compliant with the treatment that causes lack of control of diseases suffered.

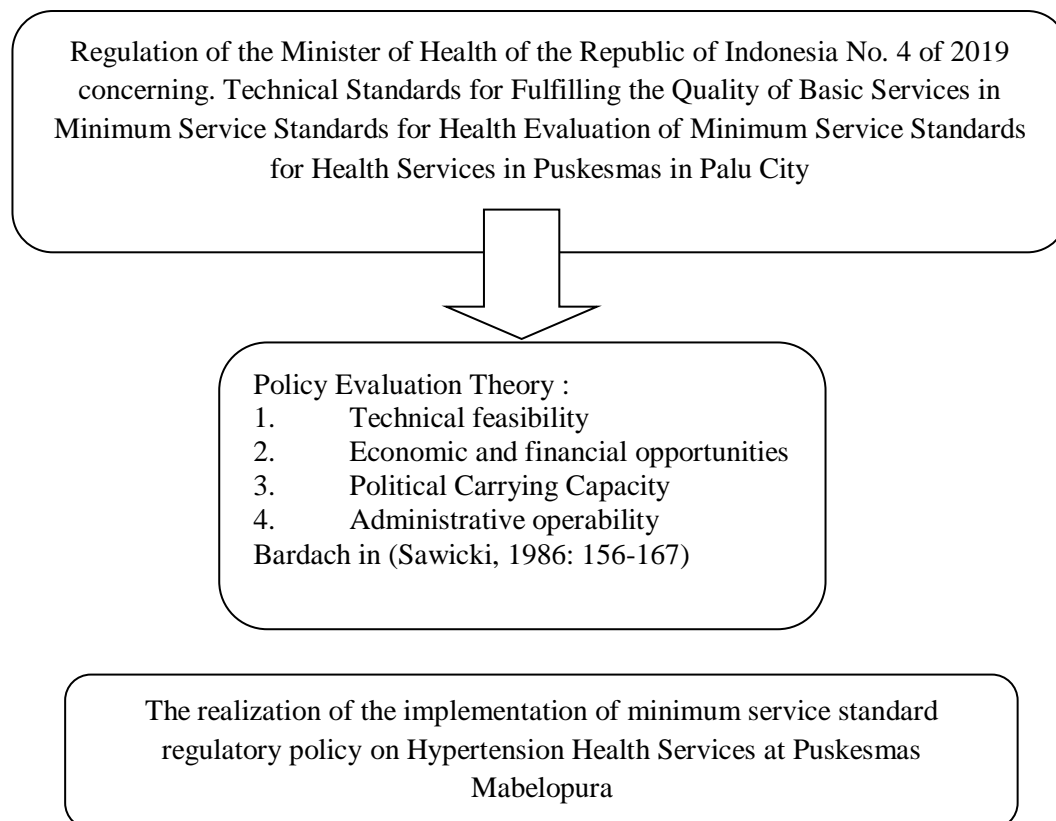
II. THEORETICAL REVIEW

Public Policy The meaning of the policy shows a series of alternatives ready to be chosen based on certain principles, policy is the result of mandalam analysis of various alternatives leading to decisions about the best alternatives. said that public policy ideas contain the assumption that there is a domain space of life not private or pure individual, but shared public property. The public itself contains human activities to be regulated in the intervention of government social rules for joint actions (Parson, 2011: 12). Public policy is a pattern of complex dependence from collective choice of interdependent, including the decision not to act, made by government agencies or offices according to (Dunn, 2003 : 132), Providing a definition of public policy is every decision made by the state, as a strategic to realize the goals of the state (Nugroho 2012). Public policy in accordance with William Dunn stated indicated that collective choices were interdependent between one, where in the decision to take action. Public policies that are forced by bodies or government offices. A policy if it has been made, it must be implemented to be implemented by administrative units that mobilize financial and human resources, and evaluated so that it can be used as a mechanism for supervision of the policy in accordance with the objectives of the policy itself. **Understanding Public Policy** According to the Big Dictionary of Public Administration Quoted by Chandler and Plano In (Keban, 2008: 60) Public Policy is a strategic use of existing resources to solve government public problems. Whereas Shafritz and Russell in (Keban, 2008: 61), provide definitions of public policies, whatever a government decides to do or not to do (whatever the government's choice does not do something is considered to have the best consequences in the relationship of directed objectives.

The policy is used to show necessary necessary Explanation of social goals that must be given by the scientific field. Public policy in his book Public Policy Making, as follows, "A series of activities that have specific purposes or objectives that are followed and implemented by an actor or a group of actors related to a problem or something that is considered." The concept of this policy focuses on what is actually done than what is proposed or intended. This is what distinguishes the policies of a decision which is a choice between several alternatives (Aderson, 1998: 3) According to David Easton "Public Policy Sahsel Value All Community Members". Based on several views of experts in the nature of public policy made by the government in the form of government actions. Public policy, doing or not doing something has a goal, public policy is intended for the benefit of the community. Public policy in international libraries is referred to as public policy, which is a rule that regulates the shared life that must be obeyed and applies to binding all its citizens. Every violation will be given sanctions in accordance with the violations committed and

sanctions imposed in front of the institutional community have the task of imposing sanctions (Nugroho, 2012: 1), the following is described the flow of research thinking:

Theoretical Framework



III. METHODS

Qualitative Case Study, Health Public Services in Palu City get data from various primary and secondary research sources (observation, artifacts, archives, documents, interviews, compound sources). systematic to individuals, groups, organizations or activities. In case studies, case data applies certain cases are not generalized. Case study data is possible to be used to explore and examine comprehensively of a research object. Case studies are used as a foundation in building theory. The development of theory through case studies, is one of the research strategies involving one creating theoretical construction, proposition or theory of the middle range based on cases and empirical facts (Eisenhardt, 1989). Analysis of data using atlas.ti 9.

IV. RESULT AND DISCUSSION

Public policy plays a very important role because the state administration process is always carried out through public policy. Government performance can be said to be good if there are good policies, while good policies will only be obtained through a good policy process as well. The policy process is a cycle or stage of a series of activities intended to make policies. Public policy can be understood as a series of processes that move from one stage to another continuously and have a dependency. One of the public services that is beneficial to the community must be able to place the government bureaucracy at the level of providers or public services, not vice versa. To achieve this, breakthroughs are made by applying minimum service standards. Minimum service standards become a reference for some officials or employees to provide public services in accordance with their authority. The aim of the minimum service standard is to encourage the advantage of transparent, accountable service quality and meet the expectations and needs of the provider and recipient of the service. Medical services develop along with the growth or development of increasingly complex community life. Health policy not only includes medical technical aspects and health services, but also includes various efforts and decision making actions, both. At the individual level or

organization or, interest groups such as government, private sectors, NGOs and the general public that have impacts on health (Reski, 2021). Maintenance of personal health, the environment and the community is the overall health key.

Puskesmas play a large role in realizing public health services as an agency that provides health services. The importance of this kind of public service is that public services are one of the elements in the context of order, a concrete manifestation of public services, which is obliged to provide services to all levels of society as a whole regardless of social status, thereby realizing the ability of each population to live healthy and achieve health degrees High society. Maximizing services to the community, Puskesmas as a public institution must always apply various policies that can encourage patients to make maximum use of health services, which depend on their employees by showing increasingly improved morale. Reform in the health sector is carried out as an effort to improve health services to be more effective and efficient so that it is easy to reach all levels of society (Nurul, 2019). Quality service is the basis for measurement of satisfaction with health services where it will have an impact on the desire of patients to return to the institution thanks to satisfying and efficient health services. In order to provide excellent services specifically for health services, the government issued Regulation of the Minister of Health of the Republic of Indonesia Number: 4 of 2019 concerning Technical Standards for the Quality of Basic Services in the Minimum Service Standards in the Health Sector is a provision regarding the type and quality of basic services which are mandatory government affairs entitled to be obtained by every citizen at a minimum (Yulia, 2020). Government Regulations concerning Technical Standards for Fulfilling the Quality of Basic Services in Minimum Service Standards in the Field of Health issued by the Ministry of Health of the Republic of Indonesia are a reference for all hospitals in Indonesia, including Puskesmas.

One of the government's efforts in providing health to the community is the formation of government agencies in each district as a community health service provider unit or commonly called the Puskesmas. Public service providers must have service standards that guarantee service provider security when carrying out tasks and functions of service recipients. Minimum service standards in the health sector are measures that are standardized in the implementation of public services as guidelines for service providers to be obeyed and implemented, providing guidelines for recipients of services in the application process and as a means of controlling the community receiving service to the service provider (Nurul, 2019). Regulation of the Minister of Internal Affairs of the Republic of Indonesia Number 59 of 2021 concerning the Application of Minimum Service Standards for Regional Government Implementing SPM to Fulfill Types of Basic Services and Quality of Basic Services Entitled to be obtained by every citizen at least, the application of SPM as referred to in priority for citizens who are entitled to obtain services Minimum basis according to the type of basic service and basic service quality. (Ministry of Domestic Affairs, 2021). According to the mandate of the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019, the Provincial and Regency/ City Governments are required to provide basic health services that are entitled to be obtained by every citizen that is minimal that is promotive and preventive including improving health, specific protection, early diagnosis and fast treatment and prevention of disability and rehabilitation (Permenkes, 2019).

Organizing SPM, the Minister of Domestic Affairs of the Republic of Indonesia issued Regulation Number 59 of 2021 concerning the application of minimum service standards then this circular is a reference to the local government to be able to issue a Governor Regulation on the Application of the Minimum Service Standards for 2023 issued on May 24, 2023 where the implementation of the application Minimum service standards include the type and quality of basic services starting from the application, monitoring, evaluation, handling issues and problems in the application of minimum service standards in the regions as regulated in the provisions of Governor Regulation Number 23 of 2022 concerning the application of Minimum Service Standards (Pergub, 2023). Aspects of the carrying capacity of the implementing organization, the application of this policy has not been going well due to several obstacles such as there are still people who are not compliant with anti -hypertension treatment that causes lack of disease control.

V. CONCLUSIONS AND SUGGESTIONS

Judging from the aspect of the carrying capacity of the implementation organization, the application of this policy has not been well going well in the Puskesmas in the Palu coat, due to several obstacles such as there are still people who are not compliant with anti -hypertension treatment which causes lack of blood pressure control.

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