

ADAPTATION OF THE OMBUDSMAN SERVICE STANDARD DURING THE COVID-19 PANDEMIC AT THE LIMBOTO PUSKESMAS, GORONTALO REGENCY

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ABSTRACT

This study aims to determine the Adaptation of Indonesian Ombudsman Service Standards during the COVID-19 Pandemic at the Limboto Community Health Center, Gorontalo Regency. Qualitative approach with descriptive type is the method in this research. The results showed that of the three indicators that were used as instruments, only one indicator was considered unfulfilled, namely improving the online service delivery system, where the Limboto Health Center already has an e-Simpel application but in its use, there are frequent network disturbances. While the other two indicators, namely the indicator that provides clear information on service standards and indicators of adaptation of facilities, infrastructure, and service facilities are optimal.

Keywords: *Service Standards, Health*

INTRODUCTION

The Puskesmas in developing its responsibilities as service providers at the first level, provides health services to all communities in the working area of the Puskesmas. The existence of the Community Health Center as an integrated place for the community to obtain comprehensive and adequate health services, as well as being closer to the community. There are six programs owned by the Puskesmas as health service centers that provide basic health services including: running health promotion, implementing environmental health programs, MCH/KB programs, community nutrition improvement programs, P2M programs, and treatment programs.

The Ministry of Health of the Republic of Indonesia, 2009 is an institution tasked with conducting an assessment that measures consumer satisfaction with the services received and measures the extent to which Puskesmas are performing in providing health services to the community. To be able to measure patient satisfaction in a simple way, that there is a sense of pleasure felt by patients because the health services they get exceed their expectations so that it has implications for the behavior of patients who become obedient at every stage of treatment services. Satisfaction of patients in receiving health services can be seen from the fulfillment of patient expectations, and vice versa and has an impact on reducing people who believe in the ability of the Puskesmas to provide health services and have an impact on the financial income of the Puskesmas cash. In contrast, if the health service exceeds the expectations of the community, it will naturally lead to strong trust from the community so that it makes the Puskesmas as the main reference for obtaining health services. Patients will become sales promotions for the health services they feel and share their experiences with other communities

To meet patient expectations, what needs to be realized and become a vital aspect is service and patient satisfaction, this is because patients are one of the sources of income for the Puskesmas. Patients are the main and only customer for the Puskesmas who contribute economically through insurance services. Puskesmas do various ways to meet patient expectations, Puskesmas must be able to display and provide health services, from the impact that appears will lead to patient satisfaction. There are several indicators to assess whether the Puskesmas in providing health services has been able to meet patient expectations or not, including the ability of officers, facilities, behavior of officers to waiting time for completion of health services.

It can be said that the presence of patients contributes to the organizers in the decision-making process because patient satisfaction or dissatisfaction is the value of providing health services. So, it should be noted that patients not only have an economic impact on the existence of the Puskesmas but also provide an alarm for the health service providers to be able to improve, organize and control all health care functions to become better as an effort to provide health services that are in accordance with patient expectations (Mukarom, 208).

As a public service agency, Puskesmas are required to have a reference or service standard. The Ministry of Health through Permenkes No. 4 of 2019 publishes service standards known as SPM as the basis referred to by the policy implementing bureaucracy, including Puskesmas. The quality of health services will be measured by the achievement of the service standards used. The achievement of the SPM target with other priority programs is an indicator for the Regional Government to assess whether or not the performance of the Regional Head in carrying out his duties with rewards and punishments.

In addition to the application of Minimum Service Standards or MSS, currently all agencies are required to be able to apply health service standards that are in accordance with current conditions, where all agencies, both private and government, are faced with a new world system, namely the presence of the COVID-19 outbreak, which has changed everything, including health centers as government agencies that are required to adapt to current conditions. Because if you don't make changes quickly, the impact will be even wider. Including Indonesia, which is considered a country that has taken too long to respond to the emergence of the COVID-19 pandemic (Amrynuddin & Katharina, 2020).

The emergence of the Covid-19 outbreak has an impact on all aspects of people's lives, including the pattern of public service delivery, so like it or not, like it or not, all elements must be able to adapt to existing conditions. As an effort to prevent the spread of the Covid-19 virus from being more widespread and causing more victims, the Government has issued various policies, particularly aimed at the bureaucracy that provides public services to be able to limit services while still referring to public service standards that are in line with current conditions. The government bureaucracy is forced to be able to innovate during the COVID-19 pandemic, this has previously been mentioned in the concept of Reinventing Government (Taufik & Astuti, 2020).

There are several public service standards that must be carried out during the COVID-19 pandemic, such as (1) availability of information related to the latest service standards. The government bureaucracy must conduct socialization related to changes in service standards during the pandemic as an effort to limit the crowding of people at one point. (2) improve the online-based service system. With the Covid-19 outbreak, the government

bureaucracy must quickly adapt, namely online-based services are the only alternative in order to continue to provide services. In addition to the efficiency benefits of using technology, it is also an effort to prevent people from coming directly to public service centers. (3) adaptation of facilities.

In the observations of researchers in the field, namely at the Limboto Health Center, namely the implementation of public service standards, especially during this pandemic at the Limboto Health Center, it has not been implemented well. It appears that the lack of availability of information provided by the Limboto Health Center both through online media and website-based information so that the public is very minimal in information related to the latest public service standards at the Limboto Health Center. The process of providing online services has not been going well, where the online service application known as e-Simpel cannot be accessed by all levels of society because the network system is often disrupted and there are several areas in Limboto District that have not been able to be accessed by internet networks.

Ideally, every institution or company engaged in health services must provide services that have service standards that are in accordance with the conditions during this pandemic.

METHODS

Based on the research study on the adaptation of the Ombudsman R1 service standard during the pandemic at the Limboto Health Center, the approach and type of research used was descriptive qualitative. This type of descriptive research serves as a description of the object being studied, namely from sample and population data. While the qualitative approach is used to seek information and data from several informants based on what is happening in the field. The presence of researchers as a key instrument as a researcher's effort to examine and analyze data sources related to problems regarding health service standards during a pandemic at the Limboto Health Center which adopts the Indonesian Ombudsman public service standard.

RESULTS AND DISCUSSION

In addition to the application of Minimum Service Standards or MSS, currently all agencies are required to be able to apply health service standards that are in accordance with current conditions, where all agencies, both private and government, are faced with a new world system, namely the presence of the COVID-19 outbreak, which has changed everything, including health centers as government agencies that are required to adapt to current conditions this (Lumbanraja, 2020). Changes in situations and conditions caused by the presence of the corona virus forced all parties to be able to adapt, especially for the bureaucracy that organizes public services by applying new principles in the latest service standards (Taufik & Warsono, 2020).

The following is a discussion regarding the Adaptation of the Indonesian Ombudsman's Health Service Standards during the COVID -19 Pandemic at the Limboto Community Health Center (Puskesmas). This research will use service standards during the COVID-19 pandemic according to the Indonesian Ombudsman with 3 indicators, namely; (1) Provide clear information on standards; (2) Improving the online service delivery system; (3) Adaptation of facilities, infrastructure and service facilities

A. Providing Clear Information Regarding Service Standards

As for what is meant by provide clear information about service standards in this research is the availability of information by the Limboto Health Center related to service standards during the COVID -19 pandemic.

Based on the observations of researchers in the field, researchers saw that there were still some shortcomings, such as the lack of availability of information provided by the Limboto Health Center either through online media or website-based information. However, in providing information directly, namely in the Limboto Health Center area related to service standards during the pandemic, it has been done well. The results of the author's observations that there is information about the 5 M safety protocol, namely washing hands, wearing masks, maintaining distance, staying away from crowds and reducing mobility.

Based on the results of interviews with all informants and observations of the authors, it can be concluded that the indicators provide clear information about the optimal service standards. This can be seen from the availability of information related to service standards during the pandemic, such as information on the 5 M . health protocol

B. Improving the Online Service Provider System

As for indicators improve the online service delivery system what is meant in this study is the implementation of health services at the Limboto Health Center through online media which includes registration services, completeness of files and retrieval of queue numbers.

Based on the observations of researchers in the field, the researchers saw that the Limboto Health Center already had a Service Management Information System Application (E-SIMPEL). The problem with this application is that network disturbances often occur so that they cannot be used, and, in the end, people still come to the Puskesmas which will later cause a crowd.

From the overall description of the information obtained from all informants, the indicators for improving the online service delivery system have been carried out. However, the application must be supported by an adequate network system so as to reduce the occurrence of technical problems.

C. Adaptation of Facilities, Infrastructure, and Service Facilities

As for indicators adaptation of facilities, infrastructure and service facilities what is meant in this research is availability facilities, infrastructure and service facilities by the Limboto Health Center related to service standards during the COVID -19 pandemic.

Based on the observations of researchers in the field, researchers saw that the Limboto Health Center already had service facilities and infrastructure that referred to service standards during the pandemic. Seen in the front room there is a hand washing area for people who come, inside there is a waiting room with seats that have been marked with distance marks, and there are officers who check body temperature. However, there is a hand sanitizer that is only visible in certain rooms, namely the Puskesmas staff's room, making it difficult for the community to reach.

All the information that has been described by all the informants related to the related indicators, it is concluded that the indicators of adaptation of facilities, infrastructure and service facilities have been carried out. Seen in the front room there is a hand washing area for people who come, inside there is a waiting room with seats that have been marked with distance marks, and there are officers who check body temperature.

CONCLUSION

Based on the results of the research and discussion above, it is then concluded that the Adaptation of Indonesian Ombudsman Service Standards during the Covid-19 Pandemic Period at the Limboto Community Health Center (Puskesmas) is quite good. Of the three indicators used as instruments, it shows that only one indicator is considered unfulfilled, namely improving the online service delivery system, where the Limboto Health Center already has an e-Simple application but in its use, there are frequent network disturbances so it cannot be used for administrative activities such as registration and completeness. file and finally the community still came to the Puskesmas which would later cause a crowd. Meanwhile, the other two indicators, namely the indicator that provides clear information on service standards and indicators for the adaptation of facilities, infrastructure and service facilities already optimal. This can be seen from the provision of information related to the standard 5M health protocol and the availability of a hand washing area, a waiting room with seats that have been marked with distance marks, as well as an officer who checks body temperature.

Based on the results of the research and the conclusions above, the following suggestions are offered by the authors for consideration:

1. Expected for the parties Limboto Health Center to be able to provide clear information related to health service standards during the COVID-19 pandemic.
2. Expected for the parties Limboto Health Center to be able to maximize network applications (E-SIMPEL) in terms of providing administrative services to the community, especially during the COVID -19 pandemic.
3. Expected for the parties Limboto Health Center to be able to improve service facilities in accordance with health protocol standards during the COVID -19 pandemic.

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