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## Public Services from the Health Sector Review include Performance and Problems

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**ABSTRACT-** This article discusses public services from a review of the health sector including performance and problems. Service is one of the spearheads of customer satisfaction efforts and is a necessity that must be optimized both by individuals and organizations, because the form of service provided is reflected in the quality of the individual or organization that provides the service. The most discussed issue among the public is that the performance of health services is still low and does not provide satisfaction to the people being served are important issues that must be resolved by the government as a regulator as well as an operator of health services to the community. Three important things that many people complain about about poor health services are the still limited number of service personnel, especially the number of medical personnel, the unfriendly service officers to the people they serve.

**Keywords:** Public Service, Health, Performance, Problems

### I. INTRODUCTION

One form of public service implemented by the government is the fulfillment of public health needs. Reform in the health sector is carried out to improve health services and make them more efficient, effective and accessible to all levels of society [1], [2]. The goal of health development is to increase awareness, willingness and ability to live healthy for everyone in order to achieve an optimal degree of public health [3], [4].

With the improvement in the level of education and the socio-economic conditions of the Indonesian people, the awareness of the meaning of healthy life has also increased and this situation has led to people's demands for quality, comfortable and customer satisfaction-oriented health services that are increasingly urgent where high service performance is needed.

### II. PUBLIC SERVICE CONCEPTS AND PROBLEMS

The classic problem that often occurs in the implementation of service activities is the length of time providing services to service users [5]. This is due to internal and external constraints. Internal constraints include inadequate supporting equipment, low quality of human resources and poor coordination between units. Inadequate facilities and infrastructure owned by agencies often hinder the provision of services to service users.

In addition, the relatively low quality of human resources has further hampered the provision of services to the community. The low quality of human resources is indicated by the inability of officers to provide solutions to customers [6], [7].

Service is one of the spearheads of customer satisfaction efforts and is a necessity that must be optimized both by individuals and organizations, because the form of service provided is reflected in the quality of the individual or organization that provides the service.

Services for government agencies or institutions, especially those engaged in services, it is the duty of every officer or employee to provide the best service. An agency or institution in its operations cannot be separated from the assessment or response of the community (consumers) and its position as a partner in terms of realizing service effectiveness.

Government institutions that are oriented towards public services must refer to the same public service pattern. The service pattern in question is the Guidelines for Public Service Administration based on the decree of the Minister of State Apparatus Empowerment, which states that: All forms of public service activities carried out by government agencies at the central, regional, and within State or Regional State-Owned Enterprises are in the form of goods and services, both in the context of efforts to meet the needs of the community and in the context of implementing the provisions of laws and regulations.

The requirements for public servants as stipulated in the Decree of the State Minister for State Apparatus Empowerment Number: 81 of 1993 are as follows: The rights and obligations of service providers and recipients must be clear and known with certainty by each party. The use of every form of public service must be adjusted to the conditions based on the prevailing laws and regulations while still adhering to efficiency and effectiveness. Efforts must be made to improve the quality of processes and results of public services in order to provide security, comfort, certainty, smoothness and legal certainty for public services being implemented. If public services carried out by government agencies are forced to be expensive, then the government agency concerned is obliged to provide opportunities for the public to participate in implementing it in accordance with the prevailing laws and regulations.

Understand the meaning of service as contained in the Decree of the Minister for Administrative Reform No. 81/1993, it can be understood that government agencies oriented to public services must provide excellent service to those they are served. This means that satisfying service is a responsibility (obligation) of the service provider and is the right of the service recipient which is justified by legal provisions.

Puskesmas Sungai Meriam as a government institution, one of the areas of duty is to handle health services, basically develops two main functions in terms of its operations, namely, the function of technical services and administrative services. The technical service function is the procedure used in providing services to customers, while administrative service is the service for handling letters or documents provided to customers. Services should satisfy the desires of the community. Therefore, the government must always pay attention to the wishes of the community and strive to improve the quality of its services [8].

Public services can not be separated from three types, namely verbal services, written services and deeds. Forms of service below: Verbal service. Services are carried out orally by officers in the field of public relations (HUMAS), information services and other fields whose job is to provide explanations or information to anyone who needs them. Service by writing. In order for this writing service to satisfy the parties being served, one thing that must be considered is the speed factor, both in problem management and in the process of solving it (typing, signing and sending to the person concerned).

Services consist of two groups, the first is services in the form of instructions, information and the like which are aimed at interested people, in order to make it easier for them to deal with agencies or institutions. Second, services in the form of written reactions to requests, reports, complaints, notifications. Service takes the form of an act. 70% - 80% of the services in the form of deeds are carried out by middle and lower level officers. Therefore, the factor of expertise and skill of the officer is very determinative of the result of the action or work. Conduct service and verbal service often combine. So the main goal of an interested person is to get service in the form of an act or the result of an act, not just an explanation and verbal ability.

### III. REVIEW OF PUBLIC SERVICE PERFORMANCE IN THE HEALTH SECTOR

The most discussed issue among the public is that the performance of health services is still low and does not provide satisfaction to the people being served are important issues that must be resolved by the government as a regulator as well as an operator of health services to the community. Three important things that many people complain about about the poor health services are the limited number of service personnel, especially the number of medical personnel, the unfriendly service officers towards the community being served and the poor health facilities and infrastructure.

The main thing that should be of concern to the Government is that currently the public's expectation for quality health services is very high, while the reality on the ground is that the health services provided are not in accordance with the expectations that are in their minds. So that there is a gap between people's expectations and the real services provided by the government to the community.

As it is known that satisfaction can only be obtained if what the community gets from the services provided by the Government approaches the expectations of the community. Thus, the main task that must

be carried out by all health service implementing components is to reduce and or minimize the gap between public expectations of health services and the real services provided by health service workers.

The health service process refers to the creation of optimal service quality through the availability of health facilities and infrastructure consisting of basic health services (Puskesmas, Medical Center), referral services (hospitals), availability of health personnel, equipment and medicines [9], [10].

Health service performance concerns work results, work speed, work done in accordance with customer expectations, and timeliness in completing work [11], [12].

The government has tried to meet the community's need for health services by establishing Hospitals and Community Health Centers (PUSKESMAS) throughout Indonesia. Puskesmas is the technical implementation unit of the district / city health office which is responsible for carrying out health development in a certain work area. Puskesmas functions as: (1) Center for driving development with a health perspective, (2) Center for family and community empowerment. (3) First level health service center.

However, until now, the government's efforts to meet the people's need for health have still not been able to meet people's expectations. Many community members complain and feel dissatisfied with the services provided by the Government-owned Puskesmas, both in terms of examinations that are not paid much attention to by health workers, length of service time, skills of service personnel, facilities and waiting time to get services. Service is an activity that is not eye-catching that occurs as a result of the interaction between consumers / communities and organizations that provide services in order to meet consumer / community needs. Meanwhile public service is an activity aimed at meeting the needs of the community or citizens carried out by government organizations in the context of implementing laws and regulations and fulfilling the rights of the people or citizens.

The problems that are often faced in the provision of public services are problems related to the performance of the service itself. At this time there are still many government agencies that provide unsatisfactory service performance to the community in various ways, both in terms of the implementation of the service itself and from the aspect of infrastructure provided in supporting the public service process. Therefore, strategic steps and policies are needed to overcome these two problems.

As is well known, public service is the main function that must be carried out by a government agency. These service activities are mainly related to the provision and fulfillment of the basic needs of the community so that they can live a decent and prosperous life. To make this happen, agencies and government officials are required to provide optimal services with maximum performance so that all the basic needs of society can be fulfilled properly so that they can create a society that has a decent and prosperous life.

Performance or work performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. Performance becomes a measure of service success which shows the accountability of service institutions within the framework of good governance.

Public services are the responsibility of the government and are carried out by government agencies, both at the center, in the regions, and within State-Owned Enterprises. Public services have two forms, namely in the form of public goods services and the second in the form of public services.

Nowadays society is increasingly open in providing criticism for public services. Therefore the substance of administration plays a very important role in regulating and directing all activities of service organizations in achieving goals. The services provided by the government are increasingly felt with the awareness of the state and society, so that the service has increased its position in the eyes of the community to become a right, namely the right to service.

Attention to the existence of services is also growing along with the emergence of various problems in government services to the people, such as making ID cards, deeds, permits, health, to the provision of public and social facilities and infrastructure. Information found directly and through various mass media (print and electronic) often reveals weaknesses in government services that reflect public dissatisfaction with these services.

Expensive, rigid and convoluted services, attitudes and actions of officials, services that like to demand rewards, unfriendly, arrogant, slow and unsatisfactory service facilities and so on are phenomena that often color the process of relations between government and society relating to the service process. This

indicates that the study and analysis of public service problems is one of the important, relevant and actual phenomena to be researched.

One form of public service implemented by the government is the fulfillment of public health needs. Reform in the health sector is carried out to improve health services and make them more efficient, effective and accessible to all levels of society. As stated in the Decree of the Minister of Health of the Republic of Indonesia No. 951 / Menkes / SK / VI / 2000, namely that "the goal of health development is to increase awareness, willingness and ability to live a healthy life for everyone in order to achieve an optimal degree of public health".

With the improvement in the level of education and the socio-economic conditions of the Indonesian people, the awareness of the meaning of healthy life has also increased and this situation has led to people's demands for quality, comfortable and customer satisfaction-oriented health services that are increasingly urgent where high service performance is required.

Based on the above definition, services for government agencies or institutions, especially those engaged in service, it is the duty of every officer or employee to provide the best service. An agency or institution in its operations cannot be separated from the assessment or response of the community (consumers) and its position as a partner in terms of realizing service effectiveness.

Government institutions that are oriented towards public services must refer to the same public service pattern. The service pattern in question is the Guidelines for Public Service Administration based on the decree of the Minister of State Apparatus Empowerment, which states that: All forms of public service activities carried out by government agencies at the central, regional, and within State or Regional State-Owned Enterprises are in the form of goods and services, both in the context of efforts to meet the needs of the community and in the context of implementing the provisions of laws and regulations.

Goals relate to the direction to be taken by the organization, therefore organizational goals must be planned as best as possible by involving members of the organization, from formulation to implementation or efforts to achieve them. Structure deals with the logical relationships between various functions in the organization including all the activities of the division of labor into its units and the coordination of these units.

The organizational structure is a framework that embodies a fixed pattern of relationships between work fields and people who indicate the position, authority and responsibility of each in a collaboration. The work procedure mechanism is something that consists of parts that are interconnected and form the unit. Mechanism can refer to goods, rules, organization, behavior and so on.

The work procedure mechanism will be very beneficial for the organization in terms of helping coordination and work integration, and helping to monitor the work of the organization so that it can be seen whether an activity is going well or badly. Important elements in work governance mechanisms include, policy procedures, agendas, formal meetings, activities and the availability of tools or tools that may be found to help people work together, and the spontaneous discovery of employee creativity to solve problems at work.

The requirements for public servants as stipulated in the Decree of the State Minister for Administrative Reform are as follows:

1. The rights and obligations of both the provider and the recipient of the service must be clear and known with certainty by each party.
2. The use of any form of public service must be adjusted to the conditions based on the prevailing laws and regulations while still adhering to efficiency and effectiveness.
3. Efforts must be made to ensure the quality of processes and results of public services in order to provide security, comfort, certainty, smoothness and legal certainty for public services being implemented.
4. If public services carried out by government agencies are forced to be expensive, then the government agency concerned is obliged to provide opportunities for the public to participate in implementing it in accordance with the prevailing laws and regulations.

Understand the meaning of service as contained in the Decree of the Minister for Administrative, it can be understood that government agencies oriented to public services must provide excellent service to those they are served. This means that satisfying service is a responsibility (obligation) of the service provider and is the right of the service recipient which is justified by legal provisions.

Puskesmas Sungai Meriam as a government institution, one of the areas of duty is to handle health services, basically develops two main functions in terms of its operations, namely, the function of technical services and administrative services. The technical service function is the procedure used in providing services to customers, while administrative service is the service for handling letters or documents provided to customers.

Services should satisfy the desires of the community. Therefore, the government must always pay attention to the wishes of the community and strive to improve the quality of its services. Public organization performance measurement can be done internally and externally. Internal assessment is knowing whether the process of achieving the goals is in accordance with the plan when viewed from the process and time, while the external assessment is carried out by measuring the community's satisfaction with the services provided by the organization.

For organizations, effective performance means that output is maintained even though the number of jobs is small, or productivity is increased. It should be emphasized that the effectiveness of one's performance depends on the organization itself, whether it has a clear mission, strategy and goals. Public service is an activity carried out by the government for a number of people who have every profitable activity in a collection or unit, and offer satisfaction even though the results are not tied to a product physically [13], [14], .

The definition of public service is the needs of people or people who have an interest in the organization in accordance with the basic rules and procedures that have been established.

According to Law number 25 of 2009 concerning Public Service, what is meant by public service is an activity or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident of the goods, services and / or administrative services provided. by public service providers.

#### IV. CONCLUSION

Health is a basic need of humankind, therefore the day the community demands for better health service performance will be even greater. The performance of health services can only be achieved properly and effectively if health service institutions such as the Sambutan Health Center are able to answer these challenges and are able to meet the expectations of the community. Therefore, the Puskesmas must continuously monitor and identify what are the expectations of the community in the health services they provide. Thus, it is not difficult for the puskesmas to realize or at least approach the expectations desired by the people it serves.

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