

PERFORMANCE OF HEALTH SERVICES IN HANDLING COVID-19 IN CIAMIS DISTRICT (DESCRIPTION STUDY OF SERVICE PERFORMANCE IN HEALTH HANDLING)

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ABSTRACT

This research was motivated by the fact that the Health Department's performance was not yet optimal in handling health which led to a continuous increase in Covid-19 cases in Ciamis Regency. The low responsiveness of the Health Service in carrying out Covid-19 surveillance in the community, the function of the support system for positive Covid-19 patients in recovery has not yet been implemented and the monitoring, control and regulation of Covid-19 handling activities in the Ciamis district has not been effective.. The method used in this research is by using qualitative research methods. The number of informants in this study were 7 people. The data collection techniques there are two types of data, namely primary data and secondary data including interviews, observations and documentation. Data processing/analysis techniques in this research are data reduction, data display, conclusion drawing and verification. Based on the results of the study that: 1) The performance of the Health Office in Ciamis Regency in general has been implemented but has not been optimal. 2) The obstacles faced to improve the performance of the Health Office in handling Covid-19 in Ciamis Regency are the lack of cooperation and coordination, the lack of readiness of employees to go down to remote areas that require socialization of the spread of Covid-19 and lack of Human Resources. 3) Efforts are being made to overcome obstacles to improve the performance of the Health Office in handling Covid-19 in Ciamis Regency, namely the addition of Human Resources, socializing about the prevention and handling of Covid-19, establishing cooperation and coordinating with various parties to accelerate and monitoring in the Ciamis Regency community. lack of readiness of employees to go down to remote areas that require socialization of the spread of Covid-19 and lack of human resources. 3) Efforts are being made to overcome obstacles to improve the performance of the Health Office in handling Covid-19 in Ciamis Regency, namely the addition of Human Resources, socializing about the prevention and handling of Covid-19, establishing cooperation and coordinating with various parties to accelerate and monitoring in the Ciamis Regency community. lack of readiness of employees to go down to remote areas that require socialization of the spread of Covid-19 and lack of human resources.

Keywords: Performance, Handling Covid-19, Health Office

Introduction

Health is an important part of human life, it is undeniable that everyone wants him to stay healthy. Health insurance is one of the obligations of the state to its people, which means that every government in power must pay attention to the current state of health of its people, because indirectly the influence of health on development in a country has a fairly high relationship. If the level of public health is disturbed, then the pace of development will also have an effect, this is what makes health problems cannot be underestimated by the state at this time.

In overcoming health problems that exist in the community. The central government has established the Ministry of Health (Ministry of Health) which is tasked with overseeing health offices in provinces and cities/districts throughout Indonesia. The Ciamis District Health Office is a government agency engaged in the health sector, tasked with providing information and health services needed by the community, especially in Ciamis District. A success in the implementation of duties and responsibilities depends on the performance of the employees in the agency. All service activities by public service providers are very influential on improving services to the community, especially in coaching and providing health services that can support developments in health development in Ciamis Regency. it can be seen from the opinion of Chaizi Nasucha (2004:107) which reveals that:

"Organizational performance is the effectiveness of the organization as a whole to meet

the defined needs of each concerned group through systematic efforts and continuously improve the ability of the organization to achieve its needs effectively."

By observing the development of *Covid-19* cases in Ciamis Regency every day it always experiences a fairly sharp increase. The spread of the *Covid-19* virus does not only affect the people of Ciamis Regency, indirectly the impact of the spread will affect development in Ciamis Regency. The more the number of people who are infected by the virus, then indirectly the quality of Human Resources (HR) owned by Ciamis Regency will decrease, so that development will be hampered.

Based on the description described above, the authors are interested in conducting further research activities regarding the handling of *Covid-19* in Ciamis Regency by the Health Service and the results are stated in the form of a journal with the title "Performance Of The Health Service In Handling *Covid-19* In Ciamis District".

Based on the background of the problems described above, the problem can be formulated, namely how is the performance of the Health Office in handling *Covid-19* in Ciamis Regency?

As for beBased on the problems that have been formulated above, this study aims to provide an overview of how the performance of the Department of Health in handling of *Covid-19* in Ciamis Regency.

In addition, beBased on the background that has been formulated above then the uses of this research include:

1. Academic Use

The results of this study are expected to add knowledge and insight to the study of the performance of the Health Office in handling *Covid-19* in Ciamis Regency as a reference and reference for similar research conducted in the future, especially for the development of knowledge about the performance of community service providers.

2. Practical Use

a. For Researchers

The results of this study can benefit the research for the author, namely deepening understanding of the problems studied so as to add insight and knowledge about the importance of employee performance results to the surrounding community.

b. For the Department of Health

The results of this study can be a motivation in improving the process of health service performance in order to realize optimality in a goal of related agencies and other agencies.

c. For Universitas Galuh

To provide information about the results of employee performance in health and to add to the literature on the Public Administration study program, Faculty of Social and Political Sciences, Universitas Galuh.

Literature Review

Performance appraisal is a very important activity because it can be used as a measure of the success of an organization in achieving its mission. For public service organizations, information about performance is certainly very useful to assess how far

the services provided by the organization meet the expectations and satisfy service users. By evaluating performance, efforts to improve performance can be carried out in a more focused and systematic manner.

According to Widodo (2006:78), said that "performance is doing an activity and perfecting it in accordance with its responsibilities with results as expected". It is very clear that performance is able to make the quality of an agency better if all its activities and responsibilities can be realized properly, then the results of the agency's goals are in accordance with what is expected.

Performance indicators are quantitative and qualitative measures that have been agreed and defined, which describe the level of achievement of a set target or goal. Performance indicators are something that will be calculated and measured and used as a basis for assessing or seeing the level of performance both in the planning, implementation and stages after the activity is completed and functioning (Moeharino, 2012:73). Dwiyanto (2012:50-51), explains several indicators used to measure the performance of the public bureaucracy:

1. Productivity, which is not only measuring the level of efficiency but also measuring the effectiveness of services. Productivity is generally understood as the ratio between input and output. The concept of productivity was deemed too

narrow and then the *General Accounting Office* (GAO) tried to develop a broader productivity measure by including how much public service had expected results, one of the important performance indicators.

2. Service quality, which tends to be important in explaining the performance of public service organizations. Many negative views that are formed about public organizations arise because of public dissatisfaction with quality. Thus, according to Dwiyanto, community satisfaction with services can be used as an indicator of public bureaucratic performance. The main advantage of using community satisfaction as a performance indicator is that information on community satisfaction is often easily and inexpensively available. Information regarding public satisfaction with service quality can often be obtained from the mass media or public discussions. The quality of service is relatively very high, so it can be a measure of community performance and can be an indicator to assess the performance of the public bureaucracy.
3. Responsiveness, namely the ability of the bureaucracy to recognize community needs, develop service agendas and priorities, and develop public service programs in accordance with community needs and community aspirations. In short, responsiveness here refers to the alignment between programs and service activities with the needs and aspirations of the community. Low responsiveness is indicated by the misalignment between services and community needs. This clearly shows that organizational failures that have low responsiveness automatically have poor performance.
4. Responsibility, namely explaining whether the implementation of public bureaucratic activities is carried out in accordance with correct administrative principles with bureaucratic policies, both explicit and implicit, Lenvine (in Dwiyanto, 2006: 51). Therefore, responsibility may at some point clash with responsiveness.
5. Accountability, which refers to how much the policies and activities of the public bureaucracy are subject to political officials elected by the people. The assumption is that these political officials, because they are elected by the people, will automatically prioritize the public interest. The performance of the public bureaucracy can not only be seen from the internal measures developed by the public or government bureaucracy, such as the achievement of targets. Performance should be viewed from external measures, such as values and norms prevailing in society. An activity is considered

correct and in accordance with the values and norms that develop in society. In this study, researchers took the theory from Agus Dwiyanto (2012:50-51),

Performance measurement is an important part of the management control process for the public sector, according to Mahmudi (2010) there are 6 objectives in measuring public sector performance, namely:

1. To determine the level of achievement of organizational goals.
2. Provide staff management facilities.
3. Improve performance in the next period.
4. Provide systematic consideration in making reward and punishment decisions.
5. Motivate employees.
6. Creating public accountability.

Covid-19 (Coronavirus Disease 2019) is a disease caused by a new type of coronavirus, namely *Sars-CoV-2*, which was first reported in Wuhan China on December 31, 2019. This *Covid-19* can cause acute respiratory symptoms such as fever above 38 °C, coughing and shortness of breath for humans. In addition, it can be accompanied by weakness, muscle aches, and diarrhea. Currently, *Covid-19* has become a pandemic, meaning that there is an increase in cases of the disease.

Method

The method used in this research is descriptive qualitative which is a

method that describes all activities to solve problems, analyze social events that are being studied by researchers, carried out by means of observation to find information, collect and organize data systematically and then analyzed to solve a problem. the.

This study also uses a descriptive qualitative approach in the form of words, sentences, schemes and pictures. Descriptive research is research conducted to determine the value of independent variables, either one or more (independent) variables without making comparisons, or connecting one variable to another.

The rationale for using this method is because this research wants to know about existing phenomena and in natural conditions, not under controlled, laboratory or experimental conditions. In addition, because researchers need to go directly to the field with the object of research so that the type of method used in this research is descriptive with a qualitative approach.

The indicators for measuring the performance of the Health Service employees in the midst of the *Covid-19* Pandemic, the division of focus in this research is the performance of the Ciamis District Health Office in handling the *Covid-19* virus in Ciamis District, which includes several performance indicators according to Agus Dwiyanto (2012: 50), consisting of:

- a) Productivity;
- b) Service quality;

- c) Responsiveness; and
- d) Accountability.

The data sources of this research are primary data sources and secondary data sources. Primary data is the main data obtained from the results of interviews with informants, and secondary data is data that acts as supporting data for the main data obtained from observations, documentation, data from the Ciamis District Health Office, and books related to research. The primary data from this study were data obtained from informants through interviews with Ciamis District Health Office employees and positive *Covid-19* patients, a total of 7 people.

To obtain relevant and complete data, this study used several techniques to collect data. The techniques used in this research are:

1. Observation

Observation is a technique of systematic observation and recording of the phenomenon under investigation. Observations are carried out to find data and information from symptoms or phenomena systematically and based on the research objectives that have been formulated.

2. Interview

Interview is a data collection technique by asking questions to respondents, and respondents' answers are recorded or recorded. Interviews can be conducted, either directly or indirectly with data sources.

3. Documentation

In the implementation of the documentation method, researchers investigate written objects such as books, magazines, documents, regulations, meeting minutes, diaries and so on. In this research, there is data collection in documentation by recording audio during the interview and taking photos.

The data analysis technique used in this study uses the technique according to Miles and Huberman (Ulber Silalahi, 2012:339), namely, data analysis consists of three streams of activities simultaneously, including:

1. Data reduction

Data reduction is a form of analysis that sharpens, categorizes, directs, discards unnecessary, and organizes data in such a way that final conclusions can be drawn and verified. Thus the data that has been reduced will provide a clearer picture and make it easier for further data collection.

2. Data Presentation

Presentation of data is as a set of structured information that gives the possibility of drawing conclusions and taking action. Easy-to-understand presentation of data is the main way to analyze valid qualitative data.

3. Conclusion

When data collection activities are carried out, a qualitative analyst begins to look for the meaning of things, noting regularities, patterns,

explanations, possible configurations, causal pathways, and propositions. The initial conclusions put forward are still temporary and will change if no strong evidence is found to support the next stage of data collection. But if the conclusions found at the beginning are supported by valid and consistent evidence when in the field to collect data, then the conclusions drawn are credible conclusions.

Results and Discussion

To find out how the performance of the Health Office in handling *Covid-19* in Ciamis Regency, researchers have conducted interviews with 7 informants consisting of 2 employees of the Health Office and 5 positive *Covid-19* patients. The following data description covers the handling of *Covid-19* in the Ciamis Regency community by the Health Office. The results of observations, interviews and documentation can be described as follows:

1. Productivity

Based on the results of research on the productivity dimension, it is known that the confirmed cases of *Covid-19* in the Ciamis Regency area are indeed quite alarming and have almost spread throughout the Ciamis Regency area. This is shown by the continued increase in data on residents who have been confirmed positive for *Covid-19* in Ciamis Regency. plus there are still many people who do not

obey the rules implemented by the government so that it is possible that new cases can still be caused, this indicates that the efforts made by the health department are still not optimal in handling the *Covid-19* pandemic in Ciamis Regency. Thus, the performance of the Ciamis District Health Office seen from the productivity dimension in general is still not running optimally. As we know, every organization/company invests vital resources (human resources, materials and money) to produce goods/services. By using these human resources effectively will give better results.

Based on the discussion above that productivity is a comparison between the results achieved and the overall resources used. Thus productivity is related to the efficient use of resources (inputs in producing the level of comparison between outputs and inputs). So that it can be analyzed for the performance of the Health Office in the productivity dimension which is still not optimal.

2. Service Quality

Based on the results of research on the dimensions of service quality, it can be seen that the Ciamis District Health Office is still less responsive in responding to complaints from the community. This is indicated by complaints about the delay in handling patients who are confirmed positive but OTG, these complaints are still not getting a response from the service.

Then for the provision of assistance such as drugs given to patients who are confirmed positive but must self-isolate, they are still independently fulfilled. It can be seen that the Health Office has not played an active role in providing assistance in the form of technical assistance or assistance that is patient needs, many patients who have to self-isolate who complain and expect assistance from the local government, especially the Health Office. The quality of public services is an important component that must be considered in public services. The term quality of public services certainly cannot be separated from the perception of quality. that the quality of service is the totality of the ability of the service provider in providing services for products (goods or services) as well as administrative services to customers/community, which can meet needs and can provide satisfaction to customers based on conformity with expectations and reality received by customers/society . In this case, it can be seen from the description above regarding the level of service quality carried out by the Health Service which is still not running optimally.

3. Responsiveness

Based on the results of research on the responsiveness dimension, it is known that the agency has established good coordination with the puskesmas in the work area of the service, this coordination is carried out to determine the rate of development of *Covid-19* in

the work area of the service. Then the department has been able to develop programs that have had a positive impact on the handling of covid 19, starting from tracing from the puskesmas and later it will be known recommendations from the puskesmas for further handling at the hospital, which is more or less speeding up the handling of covid-19, then there is a PSC Cinta 119 Ciamis program which is a service center that ensures the needs of the community in matters relating to emergencies in the district/city which is the spearhead of service to get a quick response.

Furthermore, the agency has been able to identify the problems that occur in each of its working areas so that alternative programs can be selected to be implemented. This is indicated by the problem of equipment needed for health workers in each region, more or less, it has begun to be optimized, starting from the need for education to the community and also providing vaccines to the community in each work area of the service. Then the Health Office in terms of *Covid-19* surveillance according to applicable standards is still not running optimally.

Responsiveness is the ability of the government (organization) to identify needs, set agendas and priorities, develop programs according to the needs and aspirations of the community. Here responsiveness refers to the alignment between programs and activities with the needs of the community. The more needs and

desires of the community that are programmed and run by a public organization, the responsiveness of the organization is judged to be better. Responsiveness directly describes the ability of public organizations to carry out their mission and goals, especially to meet the needs of the community. Low responsiveness is indicated by the misalignment between services and community needs. This clearly shows the failure of the organization in realizing the mission and goals of public organizations.

Thus, the Ciamis District Health Office in its level of responsiveness has been optimal with efforts to provide services which are evidence of the organization's ability to recognize community needs, develop service agendas and priorities and develop public service programs in accordance with the needs and aspirations of the community. Organizations that have low responsiveness naturally have low performance.

4. Accountability

Based on the results of research on the dimension of accountability, it can be seen that the Ciamis District Health Office has evaluated several achievements of the optimal implementation of program activities. This is shown by the possession of several data and program implementation documents such as the number of graphs of *Covid-19* cases in each sub-district, annual public health needs and other programs whose data is indeed owned by the service.

Furthermore, for every implementation of the activity program, it has been seen that there is an accountability report compiled by each official work unit. This report looks like a report on the results of the activity or, later it will be taken into consideration to determine the next step, this accountability report is of course a form of procedures that have been carried out in accordance with their respective fields.

In some senses, accountability is generally associated with the process of accountability for a series of services provided or that have been performed. Accountability refers to the accountability of a person to those who have the right to hold them accountable.

Accountability is a form of the process of implementing good governance, where accountability is the main principle of the implementation of good governance and is one of the government's references in the implementation of public services. Thus, in this case the Health Office has implemented a good governance process, seen from the data and accountability reports for each program.

Based on the results of the overall research, it is known that the performance of the Ciamis District Health Office in handling *Covid-19* health has been carried out but has not been fully implemented optimally because there are still several indicators whose implementation is not in

accordance with several indicators, namely productivity and also the quality of services used to measure the performance of an organization. Organizations according to Dwiyanto (2012:50-51) such as being less responsive in responding to complaints from the community, the lack of a support system and protection for the families of confirmed recovery patients and the lack of compliance with the program implemented with applicable regulations.

Conclusions

Based on the discussion of research results in the previous chapter regarding the performance of the Health Office in handling *Covid-19* in Ciamis Regency, it can be concluded that the performance of the Health Office in handling *Covid-19* in Ciamis Regency has generally been carried out optimally but still not optimally. This is evidenced based on the answers of the informants who stated that there were still some implementations that were less than optimal.

As for the obstacles faced to improve the performance of the Health Office in handling *Covid-19* in Ciamis Regency, namely the lack of cooperation and coordination, the lack of readiness of employees to go down to remote areas that require socialization of the spread of *Covid-19*, lack of human resources.

Likewise, the efforts made in overcoming obstacles to improving the performance of the Health Service in

handling *Covid-19* in Ciamis Regency, namely in the form of adding Human Resources to socialize about how *Covid-19* spreads and about how to handle it from yourself, as for establishing cooperate and coordinate with various parties to accelerate the handling of the rate of *Covid-19* cases, as well as optimize supervision and monitoring in the surrounding environment.

Based on the conclusions above, the authors can provide suggestions, Ciamis District Health Office better optimize its performance by focusing more on organizational performance such as productivity, service quality, responsiveness, responsibility and accountability. So that obstacles do not reappear in the future, the Ciamis District Health Office should can improve Human Resources who will help run the *Covid-19* handling program, provide continuous socialization to the community so that they can develop public awareness as well as to always maintain and run the established prokes, optimize the performance of the Health Office in all fields ranging from service to supervision. As for various the efforts that have been made should be further improved, this is intended so that performance can be more optimal, in this case too Ciamis District Health Office make upgrades quality of human resources in a sustainable manner and coordinate with various parties so that in handling *Covid-19* in Ciamis Regency can run optimally.

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