

The Role of Public Service Apparatus Competence at SAM Ratulangi Hospital, Tondano

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Abstract

This research aims to determine, analyze and describe the Competency Role of Public Service Apparatus at Sam Ratulangi Tondano Regional Hospital. The research method used is descriptive Qualitative. The number of informants in this study is 5 people. Data collection using Observation, interview and Documentation techniques. Data analysis through Data Reduction, Data Presentation and Conclusion Drawing. The results of the research show that it concludes that the Competency Role of Public Service Apparatus at RSUD Sam Ratulangi Tondano has been running well supported by the information that the researcher gets that: 1) The service procedure is sufficiently maximum given by officers at RSUD Sam Ratulangi Tondano 2) The Completion Time, is quite maximum because it is based on the SOP and also the Law but there are still obstacles related to when the service time begins, 3) the cost of service there are several types of services that do require individual costs, 4) facilities and infrastructure are sufficient, 5) the competence of service providers is good enough to be seen from the services provided.

Abstrak

Penelitian ini bertujuan untuk mengetahui, menganalisis dan mendeskripsikan Peran Kompetensi Aparatur Pelayanan Publik di RSUD Sam Ratulangi Tondano. Metode penelitian yang digunakan adalah deskriptif Kualitatif. Jumlah informan dalam penelitian ini sebanyak 5 orang. Pengumpulan data menggunakan teknik Observasi, wawancara dan Dokumentasi. Analisis data melalui Reduksi Data, Penyajian Data dan Penarikan Kesimpulan. Hasil penelitian menunjukkan bahwa menyimpulkan bahwa Peran Kompetensi Aparatur Pelayanan Publik di RSUD Sam Ratulangi Tondano sudah berjalan dengan baik didukung dengan data informasi yang peneliti dapatkan bahwa : 1) Prosedur pelayanan sudah cukup maksimal yang diberikan oleh petugas di RSUD Sam Ratulangi Tondano 2) Waktu Penyelesaian, sudah cukup maksimal karena berdasarkan dengan SOP dan juga UU namun masih ada hambatan terkait kapan dimulai waktu pelayanannya, 3) biaya pelayanan ada beberapa jenis pelayanan yang memang memerlukan biaya individu, 4) sarana dan prasarana sudah cukup memadai, 5) kompetensi petugas pemberi layanan sudah cukup baik dilihat dari pelayanan yang diberikan.

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1. INTRODUCTION

In Law No. 5 of 2014 concerning ASN, functions, duties and roles are listed. ASN employees function as public servants, tasked with providing professional and quality public services, as well as acting as planners, implementers and supervisors of the implementation of general government tasks and national development through the implementation of policies and public services that are professional, free from political interference and free from practices of corruption, collusion and nepotism.

Based on the Law of the Republic of Indonesia article 1 number 25 of 2009 concerning Public Services, the definition of public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for services, goods and/or services. administrative services provided by public service providers.

Sam Ratulangi Tondano Hospital is a general hospital that is required to carry out health service efforts effectively and efficiently. Sam Ratulangi Tondano Hospital must improve the performance of each of its employees. The good motivational support provided by the hospital's leadership and co-workers and high competence means that the company's management process can run well, especially in improving employee performance.

Based on the results of interviews and observations in the HR and general departments of Sam Ratulangi Tondano Hospital, in 2022 there will be complaints from patients. The number of complaints per year increases every month. The complaint indicates there is a problem with employee performance at Sam Ratulangi RSU. If employee performance problems are not handled properly, they can disrupt the overall performance of Sam Ratulangi Tondano Regional Hospital. The results of observations carried out at the Sam Ratulangi Tondano General Hospital found that at the Sam Ratulangi General Hospital there were still those who lacked ability, skills and knowledge. This is because there are still many employees who have a D3/SLTA/SMK/SMF education. This can lead to a lack of competence and will cause performance in the hospital to be low,

Based on the background stated by the researcher, this research can be titled the Competency Role of Public Service Apparatus at Sam Ratulangi Hospital, Tondano.

2. RESEARCH METHOD

The research approach that the author will use in the research is qualitative research, because the research is descriptive in nature which tends to focus on the process of searching for the meaning behind the phenomena that appear in the research, with the aim of making the problems to be studied more comprehensive, in-depth and natural. Apart from that, this research focuses on the role of competency of public service officials at Sam Ratulangi Hospital, Tondano, including:

1. Service procedures
2. Completion time
3. Service fees
4. Facilities and infrastructure
5. Competence of service personnel

Furthermore, data collection techniques in qualitative research can be collected through observation, interviews, and documentation. The focus of observations was made on 3 main components, namely space, actor, activity (Dr. Frida Nugrahani, 2014)

- 1) Approach to research subjects (informants)

When the researcher first entered the research location, the researcher certainly did not yet clearly know the environment to be studied and the informants. When the researcher arrives at the research location, the researcher takes a formal or informal approach, so that from this process the researcher obtains complete information from the various information obtained in accordance with the predetermined focus.

Documentation techniques are carried out by taking notes, copying documents, guidance materials, photographs as complementary data, and other data related to the problem being studied.

3. RESEARCH RESULTS AND DISCUSSION

The Role of Public Service Apparatus Competence at Samratulangi Tondano Regional Hospital

Forevery citizen of the Republic of Indonesia has philosophically stated basic rights in Pancasila and has been described in the Preamble and Body of the 1945 Constitution, which clearly states that one of the aims of establishing the Republic of Indonesia was to advance

general welfare and educate the life of the nation. In order to realize the state's goals as stated in the preamble to the 1945 Constitution of the Republic of Indonesia, it is necessary to build a State Civil Apparatus. The State Civil Apparatus (ASN) is a profession for Civil Servants and government employees with work agreements who work for government agencies. ASN employees consist of Civil Servants and government employees with work agreements who are appointed by civil service development officials and assigned to a government position or assigned to other state duties and are paid based on statutory regulations. In Law No. 5 of 2014 concerning ASN, functions, duties and roles are listed. ASN employees function as public servants, tasked with providing professional and quality public services, as well as acting as planners, implementers and supervisors of the implementation of general government tasks and national development through the implementation of policies and public services that are professional, free from political interference and free from practices of corruption, collusion and nepotism.

Based on the Law of the Republic of Indonesia article 1 number 25 of 2009 concerning Public Services, the definition of public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for services, goods and/or services. administrative services provided by public service providers.

Sam Ratulangi Tondano Hospital is a general hospital that is required to carry out health service efforts effectively and efficiently. Sam Ratulangi Tondano Hospital must improve the performance of each employee. Motivational support from both the leadership and co-workers of the hospital itself and high competence make the company's management process run well, especially in improving employee performance.

Based on the results of interviews and observations in the HR and general departments of Sam Ratulangi Tondano Hospital, in 2022 there will be complaints from patients. The number of complaints per year increases every month. The complaint indicates there is a problem with employee performance at Sam Ratulangi RSU. If employee performance problems are not handled properly, they can disrupt the overall performance of RSU Sam Ratulangi. The results of observations carried out at the Sam Ratulangi Tondano General Hospital showed that poor personal relationships between one employee and another employee had an impact on employee performance which was not optimal. The interpersonal relationship between employees is an indicator of motivation. Employees at Sam Ratulangi General Hospital lack the ability, skills and knowledge. This is because there are still many employees who have a D3/SLTA/SMK/SMF education. This can lead to a lack of competence and will cause performance in the hospital to be low.

Based on the background that has been put forward by the researcher, this research can be titled the Competence Role of Public Service Apparatus at Sam Ratulangi Tondano Regional Hospital.

Based on the results of initial observations carried out by researchers at Samratulangi Tondano Hospital, employees in providing health services in the administration room are still very lacking, there are still many complaints that have been raised by the public, because the service is less friendly, less understood and also still hampers time. Therefore, good service must be further improved so that service recipients feel satisfied with what they receive, because if there are significant changes to health services, the benefits will be felt directly by citizens and the wider community, for example in administrative management that is not complicated, friendly, professional service, clear procedures and will be researched more deeply.

Service Procedures

Based on the results of interviews conducted by researchers at the research location by asking several questions to the informants based on this first indicator, it can be concluded

that the Competency Role of Public Service Apparatus at Sam Ratulangi Tondano Hospital, seen from service procedures, is quite optimal, this is strengthened by there is recognition from employees and also the community regarding clear forms of service, all types of services, actions carried out by all employees are based on SOPs, and not only that, employees also provide good service even though there are still obstacles encountered namely that there are still some employees who are complicated in providing services and also the arrival times of doctors who will provide services, causing quite long queues and also more people wasting their time.

Health services are a service provided to the community in the form of users of public facilities, both services and non-services, carried out by a health organization, in this case a government with. Thus, health services are all activities in the context of fulfilling basic needs in accordance with the basic rights of every citizen or administrative services provided by service providers that are related to the public interest. Providing services (serving) the needs of other people or the public who have an interest in the organization in accordance with the basic rules or established methods is defined as a public service.

Health service management can be defined as a process of applying science and art to plan, coordinate and complete service activities in order to achieve service goals. Or in other words, health service management means a process of planning and implementing it as well as directing or coordinating the completion of health service activities in order to achieve predetermined health service goals.

Health service management is concerned with service governance which stems from planning, organizing, implementing and evaluating as a feedback mechanism to innovate services provided by health agents in mobilizing resources (achievement of goals) and resource allocation (adaptation to public interests) in order to provide goods and services that are as best as possible for people who have the leverage or driving force to improve the quality of life, increase prosperity, independence, honor and dignity of the nation as the owner of the nation state.

According to Overman in Keban (2004: 85), public management is not "scientific management", even though it is strongly influenced by "scientific management". Public management is not "policy analysis", nor is public administration, reflecting the pressures between the political orientation of policy on the other hand. Public management is an interdisciplinary study of general aspects of organizations, and is a combination of management functions such as planning, organizing and controlling on the one hand, with HR, finance, physical, information and politics on the other. According to Donovan and Jackson (2013: 11-12) public management is defined as activities carried out with a series of skills.

Public management or what can also be called government management in general is a government effort to fulfill public needs by using available facilities and infrastructure. Management elements have now become an important element in the administration of organizations, both organizations in the private sector and in the public sector such as government organizations. Management in the public sector that is appointed from private sector management does not make the goal orientation and implementation of public sector organizations the same as the private sector. Mahmudi (2010:38-40) revealed that there are at least seven characteristics of public sector management that differentiate it from the private sector.

Pasolong (2011: 83) provides a definition that basically public management is the management of government agencies. Then Keban said, public management is not "policy analysis", nor public administration, or newer frameworks (2004: 85). Furthermore, Overman in Keban (2004: 85), stated that public management is not "scientific management", even though it is strongly influenced by "scientific management". In this

sense, it focuses more on public management, and says that there is a difference between public administration and public management or policy analysis. Management is truly an arrangement related to social problems or supporting the performance of government actors in the form of organizational arrangements.

The simplest and most classic definition of management says that management is the art of obtaining results through various activities carried out by other people (Siagian, 2005: 1). Management comes from the word to manage which means to organize. Arrangements are carried out through processes and are arranged based on the sequence of management functions. So, management is a process to realize the desired goals (Hasibuan, 2007: 1).

Thus, the definition of health service management is a series of activities starting from planning, implementing, coordinating, and supervising the implementation of health services both in government and private agencies in order to realize optimal health services so that people's needs can be met.

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Completion Time

Based on the results of interviews conducted by researchers at the research location regarding the Competency Role of Public Service Apparatus at RSU Samratulangi Tondano, it can be concluded through the completion time indicator that, when the service is completed, it has been regulated in the SOP, and the service will start from registration time. At Sam Ratulangi Hospital, Tondano, it is open from 08.00 to 12.00 noon. The doctor's service here starts at 09.00 and the service provided is also quite good because it is in accordance with the objectives of patient service.

Service Management, namely process management, means that it is seen from a management perspective that can regulate and control a service process, so that the health service system runs well, optimally, on target and is able to provide satisfactory services to the people served (Moenir, 2008: 186). Meanwhile, Ratminto and Atiksepti Winarsih (2005: 4) expressed another opinion that service management is a process of applying science and art to be able to prepare plans, implement plans, coordinate and complete service-related activities so that the goals of the service are realized. According to Widodo (2001), professional health services are health services that are characterized by accountability and responsibility from government officials, with the following characteristics: effectiveness, clarity and certainty (transparency), openness, efficiency, timeliness, responsiveness and adaptiveness. Management. Health services in the health sector at Regional General Hospitals (RSUD) are not only based on product or service delivery but emphasize the process of organizing and distributing these services to the community.

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by service providers that are related to the public interest. Providing services (serving) the needs of other people or the public who have an interest in the organization in accordance with the basic rules or established methods is defined as public service.

4. CONCLUSION

Based on the results of observations and interviews conducted by researchers regarding the Competency Role of Public Service Apparatus at RSU Samratulangi Tondano, it can be concluded that existing service management is not optimal due to a number of findings:

1. The Competency Role of Public Service Apparatus at Sam Ratulangi Tondano Hospital is not optimal, all types of services, actions carried out by all employees are based on SOPs, the employees provide quite good services but there are still obstacles encountered, namely there are still some employees who take a long time in providing services and also the arrival time of doctors who are sometimes late will provide services, because there are emergency cases causing quite long queues and if there are a lot of patients then the service will take longer so that many people waste their time.
2. When the service is finished, everything has been regulated in the SOP, and the service will start from registration hours at Sam Ratulangi Hospital, Tondano, open from 08.00 to 12.00 noon. Doctor services here start from 09.00, until all patients have been served according to their queue number, and also the service provided is also quite good because it is in accordance with the objectives of patient service.
3. Regarding the Competency Role of Public Service Apparatus at Sam Ratulangi Hospital, Tondano, if examined through service cost indicators, it does exist, because there are several services that are paid for privately and do not use BPJS.

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