

The Public Policy of Apparatus Discipline as a Form Health Administration Reform

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ABSTRACT

The quality of health in government employees due to the current global pandemic is not optimal; one of the causes is the low level of civil servants' discipline to health protocols properly. This study aims to find out how the implementation of health discipline policy towards civil servants in Palembang. Methods: This research uses a descriptive qualitative research method to produce good and accurate research quality. This research focuses on the level of compliance with health protocols, the smoothness of the clean routine, and the performance of health workers who always monitor civil servants' health. The data used is the primary data of local government employees obtained from in-depth interviews with health policymakers in the local government. Result: based on the analysis of research conducted, the implementation of employee health discipline policy has not been optimally carried out because the bureaucracy's culture must be based on operational standards set by the government. Besides, civil servants' attitude is still not optimal in carrying out health, and knowledge about health education is still low, so that causes violations of health discipline in the workplace were ignored. Conclusion: In the summary of this study, local governments' performance in implementing public health service protocols depends on the government's regulations. The quality of employee discipline in carrying out all applicable health regulations still appears to be employees who do not comply with health protocols. Qualified employees in implementing good health protocols are significantly determined by their ability to manage the personal health of employees who work in government and the attitude of maintaining good health and responsibility following the work targets set by local governments.

Keywords

Public Policy, Government Performance, Health Services

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Introduction

The importance of implementing optimal discipline and carried out by all local government apparatus becomes the determining factor in improving the quality of local government performance in preparing a good work plan and optimal health policy for employee apparatus in a government. The problem of discipline for government apparatus must always be in the form of behaving well in implementing a government. This is because it will improve the quality of good work for the apparatus, improving the quality of good governance, and improving the smooth administration of good government (Biswas et al., 2019; Nasirin and Lionardo, 2020a). Improving the quality of public health is an important part of the government to keep all people healthy. Therefore, the role of the health service is very necessary for improving public health and as an effort to reform the health bureaucracy that requires all government officials in providing education on healthy living behavior and providing professional decisions that will undoubtedly have an impact on the implementation of bureaucratic reforms in the field of optimal public health. It is undeniable that Indonesia still faces obstacles in the performance of low bureaucratic services, especially in the health sector. Further, Efforts to improve the discipline of health workers in Indonesia refers to the implementation of government regulation No. 53 of 2010 on civil servant discipline that is expected to improve the implementation of

professional apparatus discipline in order to realize good governance

The professional health workers who work in health institutions that play an important role in providing good health services to the community certainly become an important need for the community in providing excellent services as an effort to fulfill services that become part of the discipline of the apparatus. The type of health services provided by almost all hospitals in Palembang in accordance with Regulation of the minister of health No. 19 of 2014 explains that the distribution of health services consists of health workers.

The success of health services performed by health workers is mostly determined by the role of qualified human resources, especially in the workplace. The health workforce is people who are chosen by the community and trained to mobilize the community to participate in community empowerment in the field of health. The healthcare provider responsible for implementing the health program is essential for public satisfaction. Health workers will find it easier to deliver health work programs because they are closer to the community (Fitzpatrick et al., 2021; Lionardo et al., 2020).

Health development is carried out by the government in an effort to provide convenience to the public to get basic health services needed during the health care period in hospitals. Therefore, every health worker is required to always pay attention to the quality of services provided to clients so that the community will always maintain good health. This is because the health workforce is an important

part of improving the quality of health for all people (Nasirin and Lionardo, 2020a; Tommel et al., 2020). Health workers have the task of managing the implementation of integrated health care centers ranging from preparations to implement procedures that are carried out periodically every service period is carried out. Aside from the organized health programs, but there are several other community health programs carried out in an effort to improve the quality of performance of the work apparatus. The performance of health workers is a professional effort of these health institutions in improving the quality of service to the community as service users and is also the responsibility of the customer as a user of health services (Lionardo et al., 2020; Olsson et al., 2020). Performance is an assessment of someone who has worked by comparing predetermined targets, and performance is a multi-dimensional construction that includes many factors that influence it. This study will examine several factors that affect employee performance, namely factors from within individuals such as age, years of service, educational level, cultural background, and external factors such as social environment, type of training, and others in providing health services.

Literature Review

The implementation of public policies related to the health apparatus's performance is a series of parts of the health service that must be owned by all health workers working in the health service. The workforce is a professional health expert who is able to provide the best health services for all people as users of the health workforce. Health services provided are an important task for health workers in improving the quality of services, a government policy that must be adhered to by all people who use health services. The expected goal is to improve the quality of public health as a form of policy-oriented on health care issues for the public benefit. This program's success will certainly affect the high performance of the government apparatus, which is a success for all qualified health workers. The achievement of good quality of service depends on the government's implementation of policies in improving the quality of health. According to Laar et al. (2020); Nasirin and Lionardo (2020c), the quality of service is implementing policies as actions taken both by individuals to achieve goals. Implementation of success in an organization is essential in improving the quality of performance for personnel working in health. The implementation of the policy must certainly be adhered to by health workers working in these health institutions. Therefore, every health workforce can always improve the competence of experience skills and skills in providing good health services to all communities (Shi et al., 2019).

A policy's success depends on how we control the implementation related to the governance of health care carried out by health institutions. However, to achieve the expected implementation of good health services for the community, of course, every health worker must always be able to improve the quality of their health knowledge professionally. In increasing the dominant success of

implementation, the government, as the highest policyholder of a government, must certainly be able to anticipate the process of improving the quality of excellent services that can produce an optimal success process for governance organizations. The implementation is a procedure that is inseparable from several aspects of improving the quality of service, namely the level of compliance of health workers to improve the skills of a quality health workforce and leadership (Lionardo and Nasirin, 2020a).

The realization of performance and desired impact that the success of implementation refers to and leads to the implementation and desired impact of all existing programs. Public service can be defined as providing services to the needs of people who have an interest in public organizations. In its implementation, there is a set of basic rules and procedures that have been established through bureaucratic procedures. Therefore, the bureaucracy was created not only to serve as public servants but also how to create conditions that allow people to develop their abilities and creativity to achieve health improvement goals. Public bureaucracy has an obligation and responsibility to provide good and professional services in order to provide the best service for the community (de León-Castañeda et al., 2019; Latunreng et al., 2019).

Public service is the embodiment of the state's role as a public servant and a servant of the state. Public service by the public bureaucracy is intended for the welfare of the people of the welfare state. Public service is defined as all forms of public service activities carried out by government agencies in the center the form of services both in the framework of efforts to improve public health needs and implement legislation. Thus public services can be interpreted as providing services to the needs of the community or communities that have an interest in the organization in accordance with the basic rules and procedures that have been determined. Meanwhile, society's current condition is growing and dynamic. It takes the quality of professional work professionals who can improve trained workers' professionalism so that the community's services can be accommodated well. The better level of people's lives indicates the community's empowerment, who certainly expect the best quality of health services (Miyawaki and Kobayashi, 2019). This means that people are increasingly aware of what their rights and obligations as citizens are in improving the quality of life as a society.

To improving the quality of health services, the public is expected to be able to provide a more professional, effective public service. Besides, improving good governance is certainly an expectation for the community in improving the quality of better servants (Bawah et al., 2019; Nasirin and Lionardo, 2020b). The government's expected management is certainly expected to prevent the gap between bureaucracy and organizational performance in meeting public demand for good health quality. Therefore, community empowerment is needed that is oriented to the capacity of a better organization in creating harmonious interactions between the community and the government as policymakers are carried out to the community

Methods

This study is based on qualitative research by describing the phenomenon that occurs in the workforce of health professionals working in government in the health department. The data was obtained based on the results of in-depth interviews conducted with policymakers working in health services in an effort to improve the quality of health to the public. In addition to producing accurate data, researchers also took data derived from field records as well as other supporting documents obtained during the study. The focus of research in this research is certainly related to the formulation of problems that become a reference for accurate data acquisition, which will certainly be a reference in analyzing to produce valid data. Determination of problem focus in this research was conducted to obtain a study of the results that can be the findings of the research. The data used in this study are obtained based on data that has been made at the time of interviewing and field observation. Then the secondary data taken in this study is supporting data that will produce the results of research obtained from literature studies related to the problems discussed, as well as some records or reports from health agencies where this research was carried out. The method used to collect data through documentation is to collect the necessary data and information from similar material documents related to the problem be

Results and Discussion

The findings in this study show that the professional health workforce working in health institutions is certainly a factor supporting good governance. Qualified health workers will certainly be able to improve quality human resources as well. This is because people always expect the best health services that will be obtained during health care. The excellent health services and the quality of educated human resources will certainly produce governance in the field of optimal health as well. Therefore, every good health service is required good quality human resources also. In addition, in order for good health management, the role of qualified health workers is also needed to be able to educate the public on the importance of healthy living. Health is very necessary for every human being to be able to do a community health empowerment program. Therefore, good services are also needed that can accommodate good health services, namely by organizing quality health education in health institutions such as hospitals and always be able to educate the public on the need for optimal health quality.

The implementation of tasks carried out by the professional health workforce must be based on the competencies that have been carried out by each qualified health workforce. As a health institution that provides good services to the community, every health care center must be able to prepare health support facilities that can be provided to the community to improve the quality of their health. Then every professional workforce can certainly provide education on the importance of living a healthy life in order to improve the quality of governance of health institutions in a government. Therefore, as a health institution where to care for sick clients, hospitals can also be a place for health

care that is very needed by the community as a user of health services. In an effort to obtain good quality health services for the community, health workers are also expected to be able to always provide good services to the community through governance while always doing discipline by paying attention to the priorities of services that will be given to the community. The high discipline of health officers in providing services will certainly have an impact on the success of programs carried out by the government in providing the best service to the community. The level of discipline given to the community in improving governance can be seen in the table below, which shows that the quality of service provided to the community is strongly influenced by the performance of apparatus in enforcing discipline in the workplace.

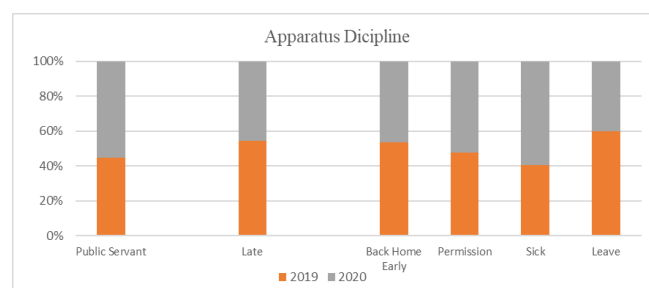


Fig. 1. Apparatus Discipline Condition

The data above explains that the implementation of a good governance system is able to improve the quality of public payments. A good level of discipline will certainly reduce the quality of services provided by health workers. In order to obtain good employee quality, each government is expected to make several policies related to work discipline, such as procedures for improving the quality of work for all personnel.

The data above explains that the implementation of a good human resource management system in the health department will certainly improve the quality of good government. The availability of good resources will certainly improve the quality of performance of employees who work in government agencies. The good governance of health services that are expected by the community can run well and will also have an impact on improving the quality of public health and will have an impact on the quality of the organization (Lionardo et al., 2020). Furthermore, good organizational governance aims so that the quality of services and manpower resources available at these health institutions will run well in accordance with the procedures of the organization that has been programmed.

The results obtained from this study illustrate the function of good organizational governance and behavior of health workers who professionally provide efforts to handle good health services and as a way to socialize health regulations that must be implemented by all health workers so that the services expected by all elements of society can be met properly. Therefore, the discipline policy of health workers working in hospitals or health organizations must always be based on strengthening government policies in addressing issues related to good governance. In an effort to improve the quality of institutional management, discipline in working place is needed for all health employees. The enactment of discipline for health workers will certainly be

able to improve the process of implementing better organizational governance. Good labor discipline will certainly be able to improve the quality of work better and can provide better care to the community.

The aspects of performance results provided by the health workforce will certainly have an impact on public expectations that will certainly be able to have an impact on achieving the government's policy objectives of health services that will be accepted if the public as users of health services (Lionardo et al., 2020). Based on the description and discussion about the performance of health professionals, all health workers must also know the electronic health care system that can provide a broad picture of efficient procedures to improve the quality of servants for the community.

The treatment of the application of health workforce discipline to improve the quality of health services can be seen in figure 2, which explains the importance of discipline applied as an effort to improve the quality of health in the community.

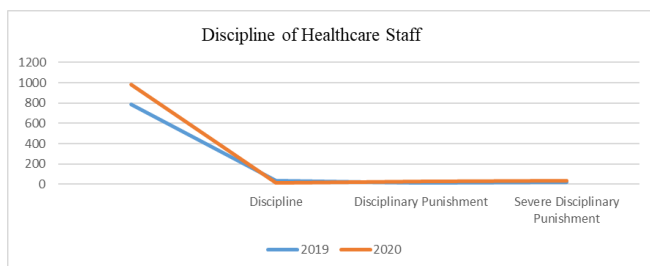


Fig 2: Disciplines of Healthcare Professionals employee

The data above shows the discipline carried out by government officials who are always obedient to the policies issued by the government in an effort to improve the quality of employee performance. The performance of health service employees who work in health agencies and hospitals generally always comply with the regulations made by the government. Good discipline will certainly have an impact on the optimal quality of performance. In addition, the services provided to the community will certainly have an impact on the success of the institution, and the quality of organizational resources will also improve. Another disciplinary impact is the organization where the government apparatus will certainly be good so that the quality of service will be better, which will certainly have an impact on the satisfaction of users of these services (Ivana et al., 2020).

The discussion of the results of this study explained that local governments have a better performance because they try to make commitments with responsibilities and officials are also easier to socialize so that services are expected to be better, and responsibilities as health workers will be more optimal, which will certainly have an impact on the optimal quality of service with better service productivity to the community. Ferreira and Marques (2021); Nasirin et al., (2020) quote that the level of quality of public services is determined by the quality of the information provided to the public. The more information he finds and the more things he does; thus the more satisfied people are in obtaining government services.

Health services in this study showed that the attitude of health workers is very influential on the performance in carrying out health services, and showing a positive attitude towards the values of public health services will certainly have a positive impact on the quality of services that will be given to the community as users of health services. Discipline behavior in the workplace carried out by the government apparatus is certainly a reflection of some psychological symptoms, such as the desire to provide the best service and as a motivation to work better, especially in providing public services to the community. Based on an in-depth study of this study and observations of research in the field shows that every professional health worker who becomes health care for the community always has an important role in realizing the role of providing the best service to the community. The embodiment is part of the discipline of health workers to always provide the best service for the community and as an effort to overcome health problems at this time. Health apparatus in carrying out health activities must have good character and responsibility for services provided to the community so that public health becomes healthy and can improve the quality of community empowerment and can improve the quality of public services in the field of health.

Conclusion

This study concluded that the application of the public policy on the discipline of health workers in improving the quality of health services already looks good. This can be seen from the indicator that the health workers apparatus has been able to provide good services to the community, especially health services. Judging from the level of compliance that is the standardization of discipline of health workers, there are still health employees who violate the policy provisions made by the institution, but the number of personnel is not much apparatus, and generally, they continue to carry out their duties well in accordance with the main duties that have been given by the organization. The application of labor rules has been implemented so that health workers who make mistakes are very few and also always committed to always work well. In general, hospital staff and health centers have carried out their respective duties and functions correctly, although not yet fully able to work efficiently. The research recommendations provided are that the implementation of discipline policies of health employees run optimally, all health employees have complied with the rights and obligations in working. Thus health workers can carry out their respective duties and functions in accordance with applicable health service standards and have been able to understand the best services provided to the community as health users.

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