

Effectiveness of Health Services After the Covid-19 Pandemic at the Jongaya Health Center Tamalate District Makassar City

Syaharuddin

Universitas Negeri Makassar

Email: syaharuddin007@gmail.com

Abstract. *The World Health Organization (WHO) officially declared the coronavirus. Covid-19 as a pandemic. Puskesmas as technical implementers who are in direct contact with the community must be able to make the public believe in the health services provided, provide education, provide recommended facilities and foster the community to get used to this healthy life to break the chain of transmission of the covid-19 virus. Puskesmas, which has been the spearhead of health services to reach the community in their work area, is increasingly important in its role in overcoming Covid-19. Puskesmas as the vanguard of primary health services at the community level continues to provide services in accordance with health protocols. This study aims to find out how effective health services for patients after the Covid-19 pandemic are at the Jongaya Health Center, Tamalate District, Makassar City. The research method used is a qualitative research method that is descriptive. The data collection technique was carried out through observation and interview techniques with informants who were considered to have the potential to provide information related to the effectiveness of health services in the post-covid-19 pandemic at the Jongaya Health Center, Tamalate District, Makassar City. Based on the results of this study, it shows that patient health services in the post-covid-19 pandemic at the Jongaya Health Center, Tamalate District, Makassar City. By using the indicator of effectiveness proposed by Duncan, namely the achievement of the goal of integration, and adaptation has been effective. However, there are still a number of aspects that need to be improved in order to optimize health services after the Covid-19 pandemic at the Jongaya Health Center, Tamalate District, Makassar City.*

Keywords : Covid-19, Effectiveness, Health Center, Service

1. INTRODUCTION

The World Health Organization (WHO) officially declared the coronavirus. Covid-19 as a pandemic. This disease has been troubling the world because the number of cases is increasing rapidly in various countries. Then in a short time the virus began to spread throughout Indonesia. It gives anxiety in the community because the transmission of the virus is very easy and fast. Puskesmas as the first very important health facility must quickly carry out prevention, detection and response in the prevention and control of Covid-19. This is part of what must be done together in order to control the number of cases.

Puskesmas, which has been the spearhead of health services to reach the community in their work area, is increasingly important in its role in overcoming Covid-19. Health Services are all forms of activities and or a series of service activities that are provided directly to individuals or the community to maintain and improve the degree of public health in the form of promotive, curative, rehabilitative and/or palliative. The role of the Health Center needs to be strengthened in terms of prevention, detection and response in accordance with its authority as a first-level health service facility. However, on the other hand, the Health Center has the task and function of organizing public health efforts in order to meet minimum service

standards for the community that should not be left behind during the pandemic.

Health centers must be able to manage and use their resources effectively and conveniently to break the chain of transmission and at the individual, family, and community levels. The effectiveness of health services is how far the quality of health services is achieved in accordance with the needs and expectations of consumers. This can be done through risk communication, community empowerment and cross-sector participation mobilization. Puskesmas carry out community empowerment in their fields of work from various perspectives, including prevention, detection, and response activities. Local resources are available in synergy with the role of health centers in breaking the chain of transmission of covid-19 to greatly help reduce the number of covid-19 cases.

The criteria or indicators of effectiveness according to Duncan in 1973 are as follows:

1. Goal Achievement

Goal Achievement focuses on the extent to which a decision unit achieves a formally established operational goal in which its performance is evaluated.

2. Integration

Integration is seen as an essential component of an organization's effectiveness, as the skills and abilities of each member of the organization can only be fully used with the system when the organization's role is clear. The role of the organization must be clearly defined so that the individual knows what is expected of him, low role ambiguity will cause conflict, communication relationships are often influenced by one common response to tension and stress, which is withdrawal.

3. Adaptation

A social system, in order to survive, must not only approach the achievement of its goals and integrate individuals into the system, but must also adapt to its environment. Social systems can achieve this adaptability by structuring their roles in such a way that individual system members can adapt to changes in the organizational environment when they occur.

Puskesmas have the benefit of making it easier for people to get health services in improving the quality of human resources. The health center also aims to run health programs that have been designed by the government. In a sense, the policies made by the government will lead to public services that will be held. Based on the results of the author's observations, the facilities at the Jongaya Health Center are in accordance with health protocols in the covid-19 era. Community is encouraged to implement health protocols, namely maintaining distance,

wearing masks, and washing hands. This basic thing is very difficult to be applied by people who are still ignorant of the virus because there are still several shortcomings, namely inadequate waiting rooms that make some residents have to gather somewhere to wait, there are still residents who sit without maintaining distance and the services provided to patients sometimes still contain complaints from the community, both in the form of medical services and facilities and infrastructure. In addition, public distrust of the covid virus has made some people not want to do covid vaccination. Therefore, the health center as a technical implementer who is in direct contact with the community must be able to make the community believe in the health services provided, provide education, provide the recommended facilities and foster the community to get used to this healthy life to break the chain of transmission of the covid-19 virus.

In this post-pandemic era, health services are very important for the community. The reason is, the transmission of the covid-19 virus is taking place rapidly because it is very easy to infect a person so that various appeals need to be launched to the public. The public is encouraged to implement health protocols, namely maintaining distance, wearing masks, and washing hands. This basic thing is very difficult to apply by people who are still ignorant of the virus.

Puskesmas as the vanguard of primary health services at the community level continues to provide services in accordance with health protocols. This study is expected to provide information about the efforts that can be made by health center officers in the post-covid-19 pandemic period. This is interesting for the author of the unit to assess the effectiveness of patient health services after the Covid-19 pandemic at the Jongaya Health Center, Tamalate District, Makassar City. Therefore, the health center is expected to be able to provide services, adapt new ways in the post-covid-19 pandemic period, but still provide satisfaction to the community in the implementation of health services.

2. METHOD

The basis of this research is case study research, namely the researcher tries to know the object in depth and still maintains the actual object. Then this research is a qualitative type that is descriptive, namely the researcher explains, describes or describes a phenomenon or actual event of the object to be studied. This research is sourced from primary data and secondary data to obtain information and information as accurate data about the things being researched.

This research will be carried out at the Jongaya Health Center, Tamalate District, Makassar City. The researcher conducted interviews with a number of predetermined informants, namely 6 people and were selected deliberately (*purposive sampling*), namely people who were considered to be able to provide information related to the problem being studied. The criteria for informants shown or selected in this study are the Head of the Health Center, the Person in Charge of Covid, the Covid Task Force, and the community totaling 3 people.

The data collection technique uses interviews, observations and document analysis used by researchers to obtain information by oral and face-to-face questions and answers to informants. The steps taken in processing and analyzing the data are as follows:

1. Data processing is carried out using qualitative analysis, namely with the Editing stage is to re-examine the records after returning from the field, the data obtained, collected, reduced, selected and then summarized with the researcher's problems.
2. Classification is grouping data according to the problem being studied. This step is carried out so that the data that has been obtained can be grouped so that it reflects the problems determined.
3. Data tabulation is classifying data into groups so that researchers become more directed.
4. Integration is to search for data that is broader than the existing data, processed together with data obtained from the results of interviews and linked to scientific theories related to the matter in question.

3. RESULT AND DISCUSSION

Effectiveness of Health Services at Jongaya Health Center After the Covid-19 Pandemic

The effectiveness of health services is a situation where the goal to be achieved, namely maintaining and improving health, preventing, and curing diseases and restoring health, is carried out in a timely manner and the benefits can be felt by individuals, families, groups, and communities in the work area of the Health Center. The Covid-19 pandemic has made many changes, especially in health services at health centers. The Covid-19 pandemic has made several changes starting from the service process and infrastructure facilities that were previously not implemented and then implemented. Then the difference in health services during Covid-19 and post-Covid-19 is also clearly visible. This can be seen from the flow of services, available poly and infrastructure facilities that are almost back to the same as before

the Covid-19 pandemic.

This study was conducted to determine the effectiveness of services after the Covid-19 pandemic. To determine the effectiveness of this health service, the study conducted observations and interviews with informants based on instruments that refer to the theory of effectiveness according to Duncan, namely Goal Achievement, Integrity, and Adaptation. Then even though the number of covid-19 patients is decreasing, the health center still has an important task to stay aware people to continue to implement clean living behaviors like during the pandemic.

Based on the results of research conducted by observation and interviews, health services at the Jongaya Health Center have been effective. This can be seen from the three indicators according to Duncan, namely the achievement of goals, integration and adaptation that are declared achieved. These three indicators were declared achieved because many visitors were aware of clean and healthy living behaviors by implementing health protocols such as during the pandemic. In addition, the Special program implemented by the health center, namely the provision of vaccinations, has also been achieved.

The factors that inhibit health services at the Jongaya Health Center are divided into two, namely internal and external inhibiting factors. The internal inhibiting factor for health services is the lack of health workers. This is because there are additional services that require additional personnel in carrying it out, namely vaccination. Then the external inhibiting factor in the provision of health services at this health center is that there are still people who do not comply with health protocols, which allows an increase in the risk of transmission of the covid-19 virus. Apart from this, health services at the Jongaya Health Center have been running well.

Achieving Health Service Goals After the Covid-19 Pandemic

The main goal of the Jongaya Health Center, Tamalate District, is the implementation of equitable and affordable health services to improve the degree of health after the covid-19 pandemic. The achievement of this goal is measured by the implementation of programs carried out after the Covid-19 pandemic. One of the programs organized by the government to be implemented by the health center is the administration of the covid-19 vaccine. The stages are the socialization process with the aim of introducing and transferring knowledge to the public about the Covid-19 vaccine and a clean and healthy lifestyle after the pandemic. Based on the results of the interview with the Acting Covid Officer, he stated that:

Health services have run smoothly and orderly because the flow of services has returned to the way it was before Covid-19 existed. Health services at the Jongaya Health Center after the pandemic have many changes in the flow of services, which

have begun to be activated and the facilities and infrastructure after the Covid-19 pandemic are very good and running smoothly and health equipment is adequate.

From the results of the interview, the socialization process on the goal achievement indicator is considered to have been achieved. The second stage of this indicator is planning. This stage is carried out to form technical services. Based on an interview with the Covid pj, he stated that: "We plan to further improve health services in the future".

From the results of the interview, the planning process on the goal achievement indicator is considered to have been achieved.

The last stage of this indicator is the implementation stage. This stage is carried out to organize the program, namely the activation of all polyclinics that had been deactivated during the pandemic. Based on the interview with the informant, namely the second, he stated that the service would be reactivated as before, that:

During the covid period, it was the most difficult because many services were hampered and the poly had to be closed, which was only activated by the ISPA poly and the general poly so that after the pandemic subsided, we planned to reopen the poly that had been deactivated because there was no more covid-19.

From the results of the interview, the implementation process on the goal achievement indicator is considered to have been achieved.

Post-Covid-19 Health Service Integration

Health services at the Jongaya health center have followed the procedures that have been set. Integration is the ability of the organization to carry out socialization activities. Integration can be measured by referring to Emitai's opinion in Indrajaya, namely the factors that affect integrity are the procedures and processes of socialization. Integration includes the ability of the Jongaya health center to harmonize stakeholder behavior and establish cooperation nodes with various parties to meet the needs of the community.

At the socialization stage, several socializations that have been held have been stated to be quite effective even though they have not been maximized. Based on interviews with the community, he stated that "The service after Covid-19, the service at the health center, the service is good and a lot of education is provided to patients about health." From the results of interviews by the community, the author concludes that services at the health center have increased since Covid-19.

The planning stage is carried out based on the government's decision on covid-19 vaccination to make the Jongaya Health Center integrate with the village to increase the number of residents who have been vaccinated against Covid-19. Based on the results of the interview with the covid task force, he said that, "The service has been good after Covid-19, orderly and more orderly and more directed and there is a lot of education from doctors and nothing hinders the service."

Based on the results of the interview by the task force, the author concluded that the health center also after Covid-9, the service has increased better and there are many educations. The last stage of this indicator is the implementation stage. Stages In the results of observation and interview research, the Health Services of the Jongaya Health Center in Tamalate District have reached an effective level. This can be seen from the achievement of the goals that have been set, then integrity and being able to adapt to post-pandemic situations and conditions. The effectiveness of health services at the Jongaya Health Center, Tamalate District, according to Duncan's theoretical indicators is as follows:

Table of Health Service Effectiveness Indicators According to Duncan

No	Indicator	Stages	Output/Purpose	Achieved/Not Reached
1.	Goal Achievement: Improving the quality of health after the Covid-19 pandemic	Socialization	1. Program introduction 2. Transfer knowledge	Reached
		Planning	1. Team formation 2. Technical planning of services	
		Implementation	1. Pengaktifan seluruh poli	

Based on the results of the interview with the first Informant about post-covid-19 health services, R1 said that:

"Health services have been running smoothly and orderly because the flow of services is almost back to the way it was before Covid-19 hit. Health services at the Jongaya health center after the pandemic have many changes in the flow of services, polyclinics that have begun to be activated and infrastructure facilities after the Covid-19 pandemic".

The changes are seen from the comparison presented with the following table, namely:

Comparison of Health Celebrations at Jongaya Health Center During the Pandemic and Post-Pandemic Covid-19

Service Health	Covid-19 Pandemic Period	Post-Covid-19 Pandemic
Service Flow	<ol style="list-style-type: none"> 1. Hand washing 2. Screening stage with a thermogun 3. Taking the queue 4. Registration Process 5. Public services 6. Doctor's services 7. Exchanging prescriptions 	<ol style="list-style-type: none"> 1. Taking the queue 2. Registration process 3. Public services 4. Doctor's services 5. Exchanging prescriptions
Health Poly	<ol style="list-style-type: none"> 1. General Poly (Non-covid) 2. Special Poly (Covid) 	<ol style="list-style-type: none"> 1. General Poly 2. Dental and oral poly 3. KIA and KB Poly 4. ENT Polyclinic
Facilities and Infrastructure	<ol style="list-style-type: none"> 1. Covid task force car 2. Queue machine 3. Spaced seats 4. Handsanitizer 5. Hand washing sink 6. Barrier curtains at registration and service counters 7. Body temperature check 8. Swab/PCR services 9. Vaccine services 	<ol style="list-style-type: none"> 1. Ambulance Car 2. Queue machine 3. Handsanitizer 4. Hand washing sink 5. Barrier curtains at registration and service counters 6. Vaccine services
	<ol style="list-style-type: none"> 10. Media appeal to use masks and maintain distance 11. Media about covid-19 	
	<ol style="list-style-type: none"> 12. Media appeal to use masks and maintain distance 13. Media about covid-19 	
	<ol style="list-style-type: none"> 14. Media appeal to use masks and maintain distance 15. Media about covid-19 	
	<ol style="list-style-type: none"> 16. Media appeal to use masks and maintain distance 17. Media about covid-19 	

	18. Media appeal to use masks and maintain distance	
	19. Media about covid-19	

Based on the table above, there are several changes to facilities and infrastructure during the pandemic and post-pandemic. In the post-pandemic period, health centers no longer sit in spaced chairs. Then body temperature checks were no longer applied. In addition, swab/PCR services are no longer carried out. However, there are still many visitors to the health center who implement health protocols, one of which is wearing masks.

Adaptation of Post-Covid-19 Health Services

The Jongaya Health Center has successfully adapted in this post-pandemic period. Adaptation is the process of a social system to adjust to situations and conditions in order to survive, not only must it be close to achieving its goals and integrate individuals into the system, but also must adapt to its environment. Social systems can achieve this adaptability by structuring their roles in such a way that individual system members can adapt to changes in the environment as they occur. At the socialization stage in this adaptation indicator, it is stated that it has been successful. This stage is measured by the ability of the Jongaya Health Center to change the public's perspective on Covid-19 and community behavior, namely clean and healthy living behavior, including vaccines.

The second stage in this indicator is planning. This stage is measured from the success of the Jongaya Health Center to provide health services in accordance with the needs of the community. In this case, it is the provision of complete and easily accessible health services. Based on the results of the interview with the fourth informant, he stated that:

Health services after Covid are complete and back to normal. During Covid, only two polys were open, namely general and special poly. The common ones contain essential services, namely pregnant women, immunizations for chronic medications such as diabetes, hypertension and so on. And the special one is for patients who are indicated by covid symptoms. After the pandemic, all polyclinics have reopened and added new services, namely services for vaccines. The service is located outside in the side yard of the Building. All of this is to make it easier for the public to access health services in this place.

From the results of the interview, this planning stage was declared to have been achieved.

The last stage is implementation. This stage is measured by the success of the Jongaya Health Center to provide health services in accordance with the situation and conditions of the community. Based on the results of the interview with the fourth informant, he stated that:

We strive to provide health services at this health center in accordance with the needs of the community and in accordance with the situation and conditions of the community. All polys that have been reopened Then from the infrastructure facilities have also returned to the original, there are no more seats that are spaced apart so that residents do not need to queue for too long to get health services. In addition, a place is provided for vaccine services that can be accessed for free. This vaccine service is very useful for several purposes that require vaccination as a condition for administration.

From the results of the interview, this stage was declared to have been achieved. Services that are aimed at providing satisfaction to patients through good and good service and are not convoluted in how to serve patients so that patients are satisfied in the service.

Serving patients according to the queue number that has been given and told to sit in the place that has been prepared because they are called based on their respective queue numbers because all are well served.

4. CONCLUSION

The effectiveness of health services after the Covid-19 pandemic has changed a lot, especially in health services at the Jongaya Health Center, which is effective as seen from: The achievement of Service Goals was achieved well because services returned to the way they were before Covid-19, services are increasing again and tools are also getting more adequate. Service Integration that harmonizes stakeholder behavior and establishes cooperation knots with various parties to meet the needs of the community. Service adaptation is the process of a social system to adjust the situation and conditions in order to survive, not only must approach achievement and integrate individuals into the system but also must adapt to the environment. Making several changes starting from the service process and facilities and infrastructure that were previously never implemented and then implemented. However, after the Covid-19 pandemic subsided or even finished, health services almost returned to normal.

REFERENCE

- Alvara. *Survei Alvara: Perilaku Publik Selama Pandemi Covid-19*. 2020.
- Bellina, 2017. Kualitas pelayanan kesehatan oleh Puskesmas di Kecamatan Parigi Kabupaten Pangandaran. Moderat: *Jurnal Ilmiah Ilmu Pemerintahan*. Vol 3, No 4 tahun 2017.
- Ristyawati, Aprista. 2020. Efektivitas Kebijakan Pembatasan Sosial Berskala Besar dalam Masa Pandemi Corona Virus 2019 Oleh Pemerintah sesuai Amanat UUD RI Tahun 1945. *Administrative Law and Governance Journal*.
- Steers, Ricard M. *Efektifitas Organisasi*. Jakarta: Erlangga. 1986.
- Sukemi, Tri Henny. 2008. *Kualitas Layanan Puskesmas Simpur Kecamatan Tanjung Karang Pusat Kota Bandar Lampung*. Tesis, tidak dipublikasikan.
- Undang-Undang RI Nomor 25 Tahun 2009 tentang Pelayanan Publik (Lembaran Negara RI Tahun 2009 Nomor 112, Tambahan Lembaran Negara RI Nomor 5038).