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Application Service E-Puskesmas in Berastagi Community Health Center, Karo Regency

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Abstract

Health is an important part of society's welfare. Health is also one of the basic human needs, besides clothing, food and shelter. Current developments in health services make it clear that health is an important part of society's welfare. Patient satisfaction is the result of the gap between the expected and perceived characteristics of the patient from the service received. Satisfactory and quality service will form loyalty from patients or customers, then this will continue in the process of forming an improved image of the health center. The service process at each community health center takes a long time if done manually, so web-based management is needed, one of which is using the e-puskesmas application. E-Puskesmas is a manifestation of the implementation of a health center management information system which is able to make a major contribution to excellent service to patients. This research aims to provide an explanation regarding the effectiveness of implementing e-puskesmas at the Berastagi Community Health Center, Karo Regency in serving communities that focus on digital services in the era of globalization. This research uses descriptive analysis. Data was obtained through secondary data literature originating from previous research, based on journal websites and other sources. The focus of the research used is the implementation of e-puskesmas at the Berastagi Health Center, Karo Regency. The impact is in the form of improving public health services, quality of service, and better health facilities. Apart from that, the research provides a complete picture of the strategies implemented by government agencies in the Karo district health sector in building effective quality health services. The results of the research carried out show that the implementation of e-puskesmas carried out at the Berastagi Community Health Center has not been fully integrated. It is recommended for the Berastagi Community Health Center to implement e-puskesmas services in accordance with Minister of Health Decree No. 128/Menkes/SK/II/2014.

Keywords: Digital Services, Government Strategy, Health Services, Implementation of E-Puskesmas

1. INTRODUCTION

The use of digital technology has changed many aspects of human life, including public health. Public health services are services offered by the government and other related organizations to preserve, improve and maintain the health of the general public. The efficiency, convenience, and quality of public health services can all be improved with modern technology. The purpose of this article is to analyze public health policies related to the application of digital technology (Fahey & Hino, 2020). The development of digital technology has changed the way we interact with the healthcare system. Digital technologies used in public health services include mobile applications, online platforms, telemedicine, big data analysis, artificial intelligence (AI), and the Internet of Things (IoT). People simply need to manage electronic medical records, obtain health information, consult with doctors remotely, and monitor their own health with the help of this technology (Firdaus et al., 2021). Apart from clothing, food and shelter, health is a basic human need and has an important role in the welfare of society. Community welfare is greatly influenced by health, as evidenced by recent developments in the health sector. Providing quality services to the community is one of the government's duties. To meet the community's basic needs for health services, the government organizes community health centers. First-order public health promotion and prevention is given top priority. This is supported by the Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014 which states that health services are provided by community

health centers on behalf of the community and include planning, implementation, assessment, documentation, reporting and integration into one unit. system. Law Number 25 of 2009 concerning Health states that to carry out effective and efficient health efforts, health information must be provided through information systems and across sectors. Every community health center uses E-Puskesmas as one of its applications to provide basic health services to the general public (Haryani & Satriadi, 2019). E-Puskesmas can help provide extraordinary services to patients and is a component of implementing the Puskesmas management information system (Dona et al., 2019). Data collection and patient recording are carried out electronically with e-Puskesmas. Health service providers can now track public health information more easily thanks to the e-puskesmas application (Putra, 2018). Previous research regarding the effectiveness of e-puskesmas services at the Bungaraya District Health Center, Siak Regency was conducted by Ludianto (2020). The relationship between e-puskesmas services and variables such as production, efficiency, satisfaction, suitability, and viability is discussed in this study. Furthermore, this research examines the obstacles that hinder the effectiveness of e-puskesmas services provided to the community.

In research published by Putri, SA & Syamsir (2021) examined the effectiveness of e-puskesmas at the Lubuk Buaya Padang Community Health Center. In this research, we examined three indicators of goal achievement, integration, and adaptation to determine whether the implementation of e-puskesmas services at the Lubuk Buaya Community Health Center, Padang City, was successful or not. Additional research findings indicate that the human element in record-keeping still exists, and the effectiveness of e-puskesmas is influenced by network connectivity. Boini, U. (2022) examines how Community Health Centers in Indra Jaya District, Pidie Regency use communication indicators, resources, dispositions and bureaucratic structures in e-Puskesmas services. Research findings show that these variables are generally beneficial, but by providing specialized training to employees, you can increase their morale and encourage them to provide high-quality work. Puskesmas can also request financial support from the heads of relevant departments to obtain the necessary infrastructure and equipment to improve e-puskesmas services. The research objective of Gaining, A., Firdaus, M., & Chairunisa, F. (2017) is to determine the effectiveness of e-procurement as a means of improving employee performance and service quality. To prepare for new digital services, HR receives special training. Research findings show that e-puskesmas is suitable to be implemented if the human resources department tasked with implementing the policy requests additional assistance from health services. The implementation of the e-puskesmas application in several locations has not been successful enough in maintaining the continuity of public services. In order for manual services to be replaced with electronic services, community and human resources must be available. Employee capabilities have not been fully improved with special training so supporting facilities and infrastructure are needed. In addition, health services need to provide more comprehensive support. The Health Service builds hospitals, health centers, posyandu and other health facilities in each region. Community health centers are one of them and are spread everywhere. Short-term services offered by community health centers include observation, diagnosis and assessment of the patient's emotional state. The four villages served by the Berastagi Community Health Center which are primary health centers are Lou Gumba Village, Rumah Berastagi Village, Sempa Jaya Village, and Doulu Village . Four sub-districts, namely, Gundaling 1, Gundaling 2, Tambak Laumulgap 1 and Tambak Laumulgap 2, are also under the jurisdiction of this health center. Berastagi Hospital occupies an area of 9.5 hectares and is located on Jalan Veteran No. 34 Berastagi. Berastagi Community Health Center, one of the integrated health service providers in Berastagi City, has utilized the E-Puskesmas application.

2. METHODOLOGY

This research uses descriptive analysis methodology and is qualitative in nature. The data was processed and then analyzed using secondary data literature obtained from previous research. examine factors such as resources and adaptations and challenges in service delivery to ensure efficacy.

3. RESULTS AND DISCUSSION

According to Putri, SA, & Syamsir (2021), adaptation measures how well an organization can modify its operations to suit the demands of its workplace. However, this process still needs to be repeated twice even though a more effective e-puskesmas application requires manual data recording when inputting data. Therefore, organizations must find it easier to implement e-puskesmas. Employees need to be prepared to input digital data through training if applications are to be optimized. Apart from that, regular training and support from related agencies can help improve employee performance. According to Boini, U. (2022), resources are broken down into three categories: finance, facilities, and labor. Based on observations of human resources operating the system and adequate supporting infrastructure such as computers and WiFi internet networks, overall the

resources are considered quite good. However, a small budget may make human resources less effective. Improving infrastructure such as the internet network is needed to prevent disruption to the public service delivery system. Based on the survey results, e-Puskesmas users at the Berastagi Community Health Center experienced a change from a manual system to a computerized system. This is visible when data is required. Because medical staff have now been trained to increase the effectiveness and precision of the infrastructure and facilities required to access e-Puskesmas, more resources are now available. Because the computer system is more effective and efficient than the manual system and has a lower patient data error rate, making it easier to provide health services at the Berastagi Community Health Center. In addition, because e-Puskesmas is cloud computing based, you don't need to worry about losing patient data when using the system. Patients who use e-puskesmas do not experience any problems. However, sometimes there are obstacles such as an unstable internet connection, for example which forces computer system users to switch to a manual system. As a result, medical services at the Berastagi Community Health Center could be hampered. The challenges faced by community health centers have a significant impact on their work activities. The majority of difficulties are related to a lack of internet support resources, funds that can be set aside to increase those resources, limited expertise of certain employees, and tasks that are too large for the employee division to handle efficiently. Therefore, it is very important to interact with related health organizations to improve e-puskesmas services in terms of resources.

4. CONCLUSION

Berastagi Community Health Center changed its management information system to a web-based system called e-puskesmas from the manual system that had been used to provide health services due to advances in technology and community demands. Even though e-puskesmas has not been utilized optimally, the Berastagi Community Health Center's operations are running more efficiently. In particular, there is a patient data database that eliminates the need for manual data entry. A number of factors are considered when wanting to increase the use of e-puskesmas, including preparation or increasing capacity to use existing resources. Berastagi Community Health Center management information system operators have completed all required training. However, there are difficulties in using e-puskesmas. Because, there are still gaps in the integration of the current system. When the internet connection is lost, the biggest disruption occurs. E-puskesmas users saw significant changes at the Berastagi Community Health Center when they switched from a manual system to a computerized system. When data is needed, this happens. The implementation of health services at the Berastagi Community Health Center becomes simpler, more effective, and there is less chance of errors in patient data when using a computer system. The Karo District Health Service must make efforts to recruit personnel who match their expertise, especially in the health sector, to ensure that health services at the Berastagi Community Health Center can run more effectively and efficiently.

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