

## **Quality Analysis Of Health Officers' Services Reviewed From Work Coordination Between Service Partners In Public Health Service Sambu, Kediri Regency**

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### **ABSTRACT**

In the public health service organization, it is very necessary to coordinate from each sector between leaders to doctors, doctors to nurses, nurses to nurse assistants and vice versa. And as a professional health worker, someone will be required to be able to provide good health services. The purpose of this study is to analyze the effect of work coordination between office colleagues on the service quality of health workers at the Sambu Health Center, Kediri Regency. The design of this research is an observational quantitative study with a cross sectional approach with the focus of the research being directed at analyzing the effect of work coordination between colleagues on the service quality of health workers at the Sambu Health Center, Kediri Regency with a population of 35 respondents and a sample of 32 respondents taken with the Simple Random technique Sampling. The findings showed that most of the respondents had good work coordination as many as 16 respondents (50%). Most of the respondents have sufficient health services as many as 18 respondents (56.2%). The results of the study using Ordinal Regression showed that the service of health workers with a p-value of  $0.000 < 0,05$ , then  $H_0$  is rejected and  $H_1$  is accepted, so it can be concluded that there is an effect of work coordination between service colleagues on the service quality of health workers at the Sambu Health Center, Kediri Regency. Expected to health workers can coordinate well with one another in order to produce excellent service to patients.

**Keywords :** Work, Coordination, Service Quality, Health Center

### **INTRODUCTION**

In the public health service organization, it is very necessary to coordinate from each sector between leaders to doctors, doctors to nurses, nurses to nurse assistants and vice versa. And as a professional health worker, someone will be required to be able to provide good health services. However, there are many health workers who do not pay attention to this, such as the arrival and return of officers who are not on time and seem to be in a hurry in providing services, causing the service of officers to be less good (Andini, 2013).

The quality of public health service services can be seen from the performance and ability of the public health service health workers. The ability of a health worker is a person's ability to do something with certain expertise in a health center or organization that is expected to be able to carry out his responsibilities in order to achieve a goal. The ability of health workers is one element in maturity related to abilities or skills that can be obtained from education, training and an experience, every health worker must have certain abilities and skills to help communities, groups and individuals (Thoha 2013).

The results of research conducted by Ike (2018) at Public Health Centers throughout Kediri Regency showed that of the overall health workers, the most respondents had positive work motivation of 53.3%, while negative work motivation was 46.7%. From the results

above, the performance of good health workers is 20%, while those who are quite good are 50%, while those who are lacking are 30%.

Based on a preliminary study conducted by researchers on September 17, 2020 at the Sambi Health Center, Kediri Regency, data were collected from 10 health workers. It was found that 7 (70%) of them said that the service at the Sambi Health Center was not well organized, such as many officers who often arrived late, some of them also left before the service hours were over, this was influenced by the lack of coordination from each health worker. While 3 (30%) of them said that the service at the Sambi Health Center was good, this was influenced because the health workers at the public health service had the ability or skill to be clever, intelligent, diligent and diligent.

Coordination is one of the management functions to carry out various activities by aligning the work of several parts so that directed collaboration can be established to achieve organizational goals. Good coordination will result in effective alignment and cooperation of organizations involved in disaster management in the field (Depkes, 2012).

A clear division of roles requires good leadership support with clear communication and good cooperation between sectors to help achieve good coordination. Therefore, the leadership role is very necessary in communicating various things to parties inside and outside the institutional system, so as to create proper organization in health services. According to Robbins (2010), that an organization is a system of cooperation and proposes that the main role of the leader is to facilitate communication and encourage subordinates to try harder.

Performance or performance is an effort made from the results of work that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities in order to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics (Usman, 2011). Every health worker must understand the task assigned to him, It is the result of work both quality and quantity that can be achieved by a health worker in carrying out his duties in accordance with the responsibilities given to him. Where performance is influenced by abilities or skills and motivation (Ilham, 2015).

As for the studies that have been made to see the extent to which one's work coordination can affect the performance of health workers or employees. Research by Jumhur Salam (2013) on the Relationship of Work Coordination to the Performance of Health Workers at the South Wara Health Center in Palopo City, the results of this study concluded that the work coordination applied by the head of the public health service, based on problem solving was the coordination of participatory work as many as 45 people (75%) and the work coordination applied by the head of the public health service based on decision making is the coordination of work instructions, namely 30 people (50%) while the performance of the health workers has a good performance, namely 45 people (75%).

Based on the above conditions, the authors are interested in researching the analysis of the service quality of health workers in terms of work coordination between colleagues at the Sambi Health Center, Kediri Regency.

## METHODS

In this study, the researcher used a quantitative analytical design with a cross sectional approach, which is a study to study the dynamics of the regression between risk factors and effects, by approaching, observing or collecting data at once (point time approach), meaning that each subject The study was observed only once and measurements were made on the status of the character or variable of the subject at the time of examination. This does not mean that all research subjects are observed at the same time (Notoadmojo, 2012). This research will analyze the effect of work coordination between colleagues on the service

quality of health workers at the Sambu Public Health Center, Kediri Regency with a population of 35 respondents and a sample of 32 respondents taken with the Simple Random Sampling technique.

## RESULTS

Table 1 Analysis Results *Ordinal Regression* analysis of the service quality of health workers in terms of work coordination between colleagues at the Sambu Health Center, Kediri Regency.

No.	Variable	Estimate	Sig
1	Constant	36,933	0.000
2	Service	39,417	0.000

Based on the results of the Ordinal Regression Test analysis, it shows that the service of health workers with a p-value of  $0.000 < 0.05$  then  $H_0$  is rejected and  $H_1$  is accepted, so it can be concluded that there is the effect of work coordination between office colleagues on the service quality of health workers at the Sambu Health Center, Kediri Regency.

## DISCUSSION

### A. Coordination of Work Between Colleagues of Health Officers at the Sambu Health Center, Kediri Regency

The results showed that most of the respondents had good work coordination as many as 16 respondents (50%). In addition, 15 respondents (46.9%) have work coordination in the sufficient category. Meanwhile, 1 respondent (3.1%) had work coordination in the poor category.

Coordination is a process of mutual agreement that binds various activities or elements (which are seen in the process) of government that differs in the dimensions of time, place, components, functions and interests between the governed governments, so that on the one hand all activities on both sides are directed at government goals. determined jointly and on the other hand the success of one party is not undermined by the success of the other party.

Coordination is the unification and harmonization of all activities, according to Athoillah as quoted by Jayanti: The existence of good coordination can avoid the possibility of unfair competition or confusion in actions. With good coordination, all parts and personnel can work together towards a predetermined goal (Jayanti, 2013).

Coordination within an organization is fundamental to enabling successful management to be achieved. Why is that, because the coordination is concerned in harmony. Implementation and organic functions of the management, so that the goals that have been set are achieved satisfactorily. In this case it can be concluded that "coordinating" is actually synonymous with "managing". Thus, a manager"" is also a coordinator"". Because, by properly implementing the four organic management functions, the 'coordinating' has actually achieved its target. That means, that management goals can be achieved effectively and efficiently (Susila, 2013).

Coordination is needed, so that tasks can be carried out and resources used can be effectively and efficiently. Coordination in achieving this synergy there is also an element of communication in achieving it, this is explained by Handyaningrat quoted by Jayanti (2013), namely that working relationships or coordination are forms of administrative communication that help achieve coordination. Therefore, the end result of communication (work relations) is that the organization moves as a unified whole to carry out all organizational tasks, to achieve its goals (Jayanti, 2013).

Coordination is also called cooperation, but actually it is more than just cooperation, because coordination also contains synchronization. While cooperation is a collective activity

of two or more people to achieve a common goal. Thus, cooperation can occur without coordination, while in coordination there must be a cooperative effort. To achieve collective goals, it is necessary to have good coordination, so that the cooperation carried out can produce a common goal and among those who cooperate can achieve the desired goals. Coordination can occur when there are two or more people or agencies working together, besides that coordination is created because the actors working together influence each other.

### **B. Service Quality of Health Officers at Sambhi Health Center, Kediri Regency**

The results showed that most of the respondents had sufficient health services as many as 18 respondents (56.2%). In addition, a number of 13 respondents (40.6%) had health services in the good category. Meanwhile, 1 respondent (3.1%) had health services in the poor category.

Service is an activity or a series of tools that are invisible (cannot be touched), which occur as a result of interactions between consumers and employees or other things provided by service providers that are intended to solve consumer problems (Gronroos, 1990 in Ratminto and Winarsih, 2015).

People as consumers certainly want quality services. Service quality is defined as the level of excellence expected and control over the level of excellence to meet customer desires (Tjiptono, 2013, in Dimas and Oktafani, 2014). Service quality can be interpreted as an effort to fulfill consumer needs and desires as well as the accuracy of delivery in balancing consumer expectations (Dimas and Oktafani, 2014).

One of the services that is widely used by the community is health services. Utilization of health services by using the service facilities provided either in the form of outpatient care, inpatient care, home visits by health workers or other forms of activity from the use of these services based on the availability and continuity of services, public acceptance and fairness, easily accessible by the community, affordable and quality (Anwar, 2014).

Good services are health services that are available to the community (acceptable) and sustainable (sustainable). This means that all types of health services needed by the community are found and their presence in the community is available at any time of need. Health services must be reasonable (appropriate) and acceptable (acceptable) by the community. This means that the health service can overcome the health problems faced, does not conflict with customs, culture, beliefs and beliefs of the community, and is unnatural, is not a condition of good health care.

The location angle is easily accessible by the community, so the distribution of health facilities is very important. Coverage of auxiliary facilities to determine effective demand. If the facility is easily accessible by using the available means of transportation, this facility will be widely used. Past user levels and trends are the best indicators of short and long term changes in future demand.

The services provided are affordable (affordable) by the community, where the cost of these services is sought in accordance with the economic capacity of the community. Expensive health services may only be enjoyed by some people. And shows the level of perfection of the health services provided (quality/quality) and shows the healing of the disease and the safety of actions that can satisfy the service users in accordance with the standards that have been set.

Health services must have various basic requirements, namely the basic requirements that influence the community in determining their choices regarding the use of health services. The services needed by the community in general are health services that are available in the community and sustainable, health services must be reasonable and

acceptable to the community, locations are easily accessible by the community, the services provided are affordable and the perfection of health services provided. With good service, it will attract people to use health facilities properly and wisely.

### **C. The Effect of Work Coordination Between Service Colleagues on the Quality of Service of Health Officers at the Sambu Health Center, Kediri Regency**

Based on the results of the Ordinal Regression Test analysis, it shows that the service of health workers with a p-value of  $0.000 < 0.05$  then  $H_0$  is rejected and  $H_1$  is accepted, so it can be concluded that there is an effect of work coordination between service colleagues on the service quality of health workers at the Sambu Health Center, Kediri Regency.. Based on the cross tabulation between work coordination and the services of health workers, it is known that most of the respondents who have sufficient work coordination will provide adequate health services as many as 14 respondents (43.8%).

In the public health service organization, it is very necessary to coordinate from each sector between leaders to doctors, doctors to nurses, nurses to nurse assistants and vice versa. And as a professional health worker, someone will be required to be able to provide good health services. However, there are many health workers who do not pay attention to this, such as the arrival and return of officers who are not on time and seem to be in a hurry in providing services, causing the service of officers to be less good (Andini, 2013).

The role of health workers in providing health services is very important, especially as health service implementers, so it is natural that the ability and performance of health workers is one of the determinants of success in health services. Health workers should be able to have a rational attitude as well as have a high spirit of service, be creative, innovative, disciplined, knowledgeable and skilled and be able to uphold the ethics of the health workforce (Adhithia, 2013).

The quality of public health service services can be seen from the performance and ability of the public health service health workers. The ability of a health worker is a person's ability to do something with certain expertise in a health center or organization that is expected to be able to carry out his responsibilities in order to achieve a goal. The ability of health workers is one element in maturity related to abilities or skills that can be obtained from education, training and an experience, every health worker must have certain abilities and skills to help communities, groups and individuals (Thoha 2013).

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A clear division of roles requires good leadership support with clear communication and good cooperation between sectors to help achieve good coordination. Therefore, the leadership role is very necessary in communicating various things to parties inside and outside the institutional system, so as to create proper organization in health services. An organization is a cooperative system and proposes that the main role of the leader is to facilitate communication and encourage subordinates to try harder.

## **CONCLUSION**

Based on the test of differences in knowledge before and after being given health education with audiovisuals, it shows that  $p \leq \alpha (0.05)$ , which is  $0.000 < 0.05$ , meaning that there is a difference in knowledge of preventing COVID-19 before and after being given health education with audiovisuals to adolescents in Lemper Selatan Village, Pademawu District, Pamekasan Regency. Likewise with the test of differences in behavior,  $p (0.000)$

$<\alpha$  (0.05), which means that there is a difference in behavior in preventing COVID-19 before and after being given health education with audiovisuals to adolescents in Lemper Selatan Village, Pademawu District, Pamekasan Regency.

Therefore, health education about preventing Covid-19 through audiovisuals can be said to be effective in terms of knowledge and behavior of 3M for adolescents in Lemper Selatan Village, Pademawu District, Pamekasan Regency.

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