



## ANALYSIS OF THE EFFECTIVENESS OF HEALTH WORKER SERVICES IN HEALTH ADMINISTRATION

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### ABSTRACT

Excellent service in the context of hospitals means assistance provided to patients based on quality standards to meet the needs and desires of patients so that patients can get satisfaction which can ultimately increase their trust in hospitals. But in terms of service, a number of hospitals in North Sumatra, especially those managed by the government, are often complained about by the public. There are many unscrupulous hospital employees who openly discriminate and are picky in helping patients. This study aims to determine how the effectiveness of health administration officer services at the inpatient registration of the Medan Hajj General Hospital. This research uses qualitative research using a case study approach through observation, interviews and documentation to 4 informants conducted intensively and in depth. The results showed that the effectiveness of administrative officers in the registration section at the Medan Hajj General Hospital was very good. However, the facilities in the waiting room are not sufficient. The results showed that the effectiveness of administrative officers in the registration section at the Medan Hajj General Hospital has not realized online registration. and the facilities in the waiting room are not sufficient.

Keywords: administration; effectiveness; health workers; services

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### INTRODUCTION

According to WHO, a comprehensive level of service is needed by the community, which ultimately reduces the risk of service failure and raises life expectancy in the community (Alfiyani et al., 2023). The Indonesian state still needs quality health services commensurate with the rights of the Indonesian people. As an implementer, the government certainly plays an important role in responding to every problem that exists in the community by implementing public services for the community. Although in every institution such as hospitals with a sense of competition between hospitals that are increasingly widespread, therefore hospitals are increasingly competing in providing the best service for their patients, both in terms of development and health worker services including administrative services (Princess, 2021). In addition, in Ministerial Decree No. 63 Kep / Men / PAN / 2003 concerning General Guidelines for the Implementation of Public Services (Kepmenpan No. 63/2003) said that the basis of community service is to provide complete service to patients which is a form of obligation of the state apparatus. Within the scope of the hospital, what is called excellent service is to meet the needs of patient standards so that patients feel satisfied with the services provided by health workers so that the hospital can increase trust in the community. (Susiloningtyas et al., 2022).

In North Sumatra itself, precisely in the city of Medan, it is quite adequate in terms of facilities, but in terms of services, there are several agencies that discriminate by picky patients, especially patients holding BPJS, this discrimination, especially hospitals managed by the government. (Juliana, 2019). Effectiveness is a level that can be measured by providing an overview of targets that have been achieved. This statement is decided by the institution or agency as it can reach. The benchmark of patient satisfaction is the community's desire to return to agencies that provide quality service. By knowing and providing patient needs can have a satisfying effect on the patient himself (Sari, 2018). In increasing trust in the community by providing excellent service, it is expected that the hospital will become a superior institution with competitive quality services, innovative and efficient. (Firdaus, 2019).

Hospital agencies are included in the health department which has a function as an implementer of comprehensive and quality services. Inside the hospital by implementing excellent service provided by health workers to meet patient expectations as hospital service users. Carrying out functions as a health service sector is characterized as good quality of service including the success of the hospital. (Susiloningtyas et al., 2022). In health services, it is expected that hospitals can excel in terms of complete health services and facilities, and human resource services that are considered the most important because the community or patients as service users are not only services related to hospitalization but also improve administrative services that are the reliability of the quality of an agency. (Sari, 2018). Inpatient services are health services in hospitals that provide facilities and carry out individual health actions consisting of observation, diagnosis, treatment, nursing and medical rehabilitation, hospitalization is usually carried out by staying at least 1 day in the hospital and based on referrals from the implementation of health services. (Jetslin Simbolon & Selviani Damayanti Sipayung, 2022).

The aim of this research is to increase the effectiveness of implementing Standard Operating Procedures (SOP) in inpatient services. similar to that mentioned by Setiyawan et al. (2023), this SOP aims to help health workers become individuals or teams who consistently improve their performance levels by understanding the duties of each position. This research will examine how this SOP is implemented, including responding to errors, recognizing and providing action to patients, as well as administrative processes such as asking the patient's family to maintain the registration file, filling in patient data in the emergency room registration, filling out the informed consent form and transferring the patient to hospital, prepare patient medical records and fill in the identity sheet, then fill in the inpatient / JKN Jamkes / general registration book. Apart from that, this research also aims to identify obstacles in implementing SOPs and provide recommendations for further improvements.

## **METHOD**

### **Types of Research**

This research uses qualitative research using the case study approach method (Bahar, 2023). Sampling in this study uses the purposive sampling technique method, where purposive sampling is random sampling. The main informant in this study is the administrative officer in the registration room, then the key informant in this study is the head of the registration administration section, while the supporting informant is the brother of the patient.

### **Location and Time of Research**

The research location was carried out at RSU Haji Medan, Percut Sei Tuan District and was carried out in March 2024

## Data Collection

Data collection analysis is carried out by the triangulation method, triangulation is a technique to test the credibility of a data carried out by checking data that has been obtained from the same source using different techniques. For example, data obtained from observations, then checked by interviews. This study used data collection through direct observation in the field, in-depth interviews and documentation conducted on informants working at the Haji Medan General Hospital and inpatient patients.

## RESULTS

**Based on data analysis of interview results, 3 themes were obtained, namely:**

1. Overview of hospital administration services
2. Overview of the care of administrative officers in serving patients
3. Overview of facility services in the registration administration room (Nutrition & Ministry of Health, 2021)

## DISCUSSION

### Overview of Hospital Administration Services

Based on the results of informants interviewed by researchers, it was produced that services at RSU Haji Medan were quite good, ranging from registration services to inpatient services. Patients have no complaints against officers because the officers are very responsive in handling every complaint. This is evidenced from the results of the interview as follows:

*"In my opinion, the service at this RSU is good, because the officers are also quite friendly, the queue at registration is also not too long because only about 3 hours have entered the room, then for no one to distinguish patients, because in my opinion as a BPJS patient it is the same as a general patient"* (family informant of patient patient 1)

*"According to the mother, the registration is good because the procedure is fairly fast, it is not complicated for the doctor to be handled immediately, immediately asked what the complaint is. There is no distinction because I have been hospitalized here many times and it is the same service there is nothing differentiated"* (informant of patient's family 2)

*"First, the patient enters the room to the emergency room, after that the patient's family comes to registration, usually observation first from the IDG doctor, after that after observation and complete data, we register it in the inpatient room. To discriminate here, all are the same, who comes first, that is what we serve"* (informant, administrative officer)

*"Educating patients about procedures and SOPs, the first thing to do is to ask for the patient's identity, input the data usually those who register are the average responsible family, so if there is no identity there is a solution we interpret it manually. To discriminate, in us there is no difference all the procedures are the same."* (informant chief administration).

From the results of the research, each informant said that in terms of providing services to the Haji Medan General Hospital was good enough, the administrative officers always responded to every complaint regarding anything related to registration given by patients. It can be seen that administrative officers put patients first, this is in line with research (Alim et al., 2019) which says that health services are anti-discrimination, quality and effective and prioritize the interests of patients in accordance with standard operating procedures (SOPs) in part from good clinical governance. (Engkus, 2019). In carrying out services in hospitals, people who have a high economy have a way to go In the provision of health services, people with higher

economic status have access to fill patient satisfaction. Conversely, in carrying out ineffective health services will affect patient satisfaction and will have an impact on hospitals that will not gain trust for the community to return to using services at the hospital. For this reason, the position and role of health administration officers are expected to respect the principles that exist in carrying out research and maintaining the privacy of patient data confidentiality, this is very important in maintaining professionals at work. (Faizzah et al., 2023)

### **Overview of Inpatient Registration Automation in Hospitals**

Based on the results of informants interviewed by researchers, it was produced that according to informant 1 registration has not been automatically realized which was referred through the website, patients still register by coming to the registration room to the inpatient room. This is evidenced from the results of the interview as follows:

*"Yesterday in the inpatient registration process, I came to the registration room and waited with the other patients' families."* (informant 1)

*"For registration, I was led to register directly to the inpatient registration room, and not through the website."* (informant 2)

*"If for registration, we are directly here, all registration processes have been carried out through computers."* (administrative officer informant)

*"All inpatients register here, but that way the queue in the inpatient waiting room is not too long so that patients have no complaints. If it is for a complaint, then if you are registered you are not satisfied, you can go directly here (to the administrative head room) directly you handle it, so if you are not satisfied it will also run to the hospital's public relations ."* (informant of the head of administration).

Convenience in a web/online health service system in inpatient administration registration which aims to make it easier for the patient's family to fill in the valon data of patients who will be hospitalized via online and this registration can be done anywhere without waiting in the inpatient registration administration room. This online registration only has internet quota and adequate network in registering. (Rohman et al., 2022). Similarly, the registration service of the Haji Medan General Hospital needs to create a website to make it easier for patients to register online.

### **Overview of Facility Services in the Registration Administration Room**

Based on the results of informants interviewed by researchers, it was produced that the facilities in the registration waiting room were quite good. However, according to one informant said that the waiting room was not comfortable because the space was not too big. This is evidenced from the results of the interview as follows:

*"If the waiting room at the registration is comfortable, even though there are many patients, no one stands up because the process at registration is also fast so it doesn't pile up."* (informant 1)

*"It's comfortable, it's very comfortable, no one is standing around. Even at the registration, the patient is orderly, so it is comfortable according to the mother."* (informant 2)

*"If it's decent in the emergency room waiting room, no one doesn't get a bench, it's also orderly."* (administrative officer informant)

"Because the room is so small that there is a solution that has changed the way of registration, and it has also been submitted to the leader InshaAllah this year in the repair, if in the past in the ER all the main processes here so all piled up here until they stood, so now the registration process is changed so for the initial list for the process to the patient room uda does not come here anymore, So the process to the room we have an atmisi, so the atmisi that moves us to make notes, complete the files and be educated. So here (registrations) are quiet and don't pile up anymore." (informant chief administration).

The condition and benefits of health facility services are included as one of the indicators used to measure the facilities owned by the hospital. (Facilities et al., 2022). What is meant by health facility services is an important thing in the service business, therefore the facilities divorced by the hospital must be in accordance with the needs of patients starting from the interior and exterior of the hospital, this is something to consider because service facilities are influential because they are directly related. Patients have their own perceptions about the quality of services provided, facility services are the first thing to base the assessment of an agency, therefore hospitals in particular must prioritize the facility services provided by patients. (Ronaldi Syafri, 2022). From the results of the research interview, 2 perceptions were found about the facilities of the registration department at the Haji Medan General Hospital which are in line with the quote above, where informant 1 said that the facilities provided by the hospital, especially in the waiting room, were very comfortable. However, informant 4 said that the facilities in the registration waiting room were not comfortable because of the narrow space, but from that the administrative officer had submitted to the hospital leadership and this year there would be improvements regarding the waiting room in the registration administration.

## CONCLUSION

The conclusion that can be drawn is that the administrative services of the registration department at the Haji Medan General Hospital have not realized online registration. In carrying out administrative services, officers do not discriminate patients in terms of patient status. However, there is a lack of service facilities in the waiting room, but the officers have a solution to it and the problem has also been referred to the Hospital leadership.

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