

Transformation Of Administrative Service at Ballaparang Community Health Center Rappocini District Makassar City

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ABSTRACT

This study aims to determine the transformation that occurred at the Ballaparang Community Health Center, Rappocini District, Makassar City and the supporting and inhibiting factors in the implementation of the transformation carried out during the service at the Ballaparang Community Health Center. Transformation has occurred at the Ballaparang Community Health Center, the transformation was carried out in the administrative services section of the Community Health Center in the form of a transformation from manual services to technology-based services. The location of this research was carried out at the Ballaparang Community Health Center, Rappocini District, Makassar City, with the consideration that the Ballaparang Community Health Center has carried out a transformation of administrative services. The method used in this study is a qualitative method, meaning that this study is based on data taken from interviews with informants, field notes and documentation (official documents). Then it will be described or described according to the data obtained during interviews with informants. The results of this study are that the Ballaparang Community Health Center has carried out a transformation of administrative services in the form of using applications by utilizing computers or laptops to accommodate patient data who come to check their health, in addition the Community Health Center has also provided online registration for people who want to come to the Community Health Center. The community also felt satisfied with this latest service even though initially patients were still confused with the new system used by the Ballaparang Community Health Center.

Keywords :Transformation, Services, Administration, Ballaparang Health Center

INTRODUCTION

Transformation can be seen in "A Complete Dictionary of English-Indonesian," where transformation is a change or improvement in the form of something. The general meaning of transformation is a modification or change in the form or structure of something. Clearly, the term transformation is a conceptually rich idea, so it is not surprising that it is widely applied in various specific areas. Similarly, "Webster's World University Dictionary" states that transformation is "A complete change, as of appearance or personality."

Transformation is a structural change that is gradual, total, and irreversible. Transformation is a process of fundamental and comprehensive change in the way an organization, system, or individual operates, thinks, and behaves, with the aim of creating a better or more efficient state than before.

Public Service Law Number 25 of 2009 concerning Public Services regulates the effectiveness of government operations, which is one of the principles of good governance. Public services from a successful government or business can improve social cohesion, economic prosperity, poverty reduction, environmental protection, human rights and democracy, the wise use of natural resources, and public administration and government trust.

Building public trust in public services provided by public service providers is an activity that must be carried out in accordance with the aspirations and demands of all citizens and residents regarding the improvement of public services. The 1945 Constitution of the Republic of Indonesia mandates that the state serves all citizens and residents in order to fulfill their basic rights and needs within the framework of public services, legal requirements with clear boundaries are needed in an effort to highlight the rights and responsibilities of every citizen and resident and to recognize the role played by government and business in providing public services. In an effort to protect all citizens and residents against abuse of authority in the provision of public services, as well as improve the quality and ensure the implementation of public services in accordance with the general principles of government and good governance.

Public service has now become a measure of government performance. In the post-reform era, citizens increasingly understand their rights and are willing to speak up and demand services that do not meet their promises. Almost daily, the media reports public complaints about the services the government should provide.

Administration has undergone significant changes in theory and practice. This development began in the modern era, and administration has undergone several paradigm shifts to date, starting with the classical model that developed between 1855 and 1887 and ending in the late 1980s. Then, New Public Management (NPM) emerged from the 1980s to the mid-2000s, and finally, Good Governance, which has developed since the mid-1990s.

METHODS

The research method used is qualitative, meaning the data comes from interviews with informants, field notes, and official documents regarding the transformation of administrative services at the Ballaparang Community Health Center, Rappocini District, Makassar City. According to Creswell, qualitative research is the process of investigating human problems and social phenomena. This research approach is qualitative descriptive research, which explains in detail how administrative services at the Ballaparang Community Health Center, Rappocini District, Makassar City have changed. Services that will make the community they serve happy. The informants are 1 Head of the

Community Health Center, 1 Administrative Officer (TU), 3 Administrative Officers, and 3 members of the community (Sugiyono, 2012:54).

RESULTS AND DISCUSSION

Makassar is a major city in eastern Indonesia, serving as a municipality and the provincial capital of South Sulawesi. Geographically, the city is located between 119°24'17.38" east longitude and 5°8'6.9" south latitude, or in the southwest of Sulawesi Island, with an altitude ranging from 0-25 m above sea level. Due to its location on the equator, Makassar experiences climatic fluctuations, with both rainy and dry seasons. The rainy season lasts from October to April, and the dry season from May to September.

Rappocini District consists of 10 sub-districts with an area of 0.23 km². From the area, it can be seen that Gunung Sari Village has the largest area of 2.31 km², the second largest is Karunrung Village with an area of 1.52 km², while the smallest area is Bonto Makkio Village, which is around 0.20 km². One of the fifteen sub-districts in Makassar City, Rappocini District borders Mamajang District and Makassar District to the east, Tamalate District to the south, Panakkukang District and Gowa Regency to the east, and Panakkukang District to the north. Ballaparng Health Center was originally part of the Kassi-Kassi Health Center service area, Ballaparang Health Center has become a non-treatment health center since 2014. This health center is located on Jalan Nikel III Number 1, Ballaparang Village, Rappocini District, Makassar City. Ballaparang Health Center occupies an operational area of 1.72 km² in Rappocini District which includes the boundaries of the area and three (3) villages, 22 ORW and ORT 113.

There are 36,149 people living in the Ballaparang Community Health Center service area, consisting of 17,352 men (48.01%) and 18,797 women (51.9%). There are a total of 8,663 households, with an average of 4.17 people per household.

Administrative transformation at the Ballaparang Community Health Center has been underway for several months. The transformation at the Ballaparang Community Health Center involves the use of applications utilizing computers to store patient data. According to Denhardt's theory, the new public service paradigm, public services must respect the public by guaranteeing citizens' rights to public services, in addition to satisfying clients. Therefore, citizens demand better services from public institutions. The success of this transformation can be seen in the increased patient satisfaction with services at the Ballaparang Community Health Center. Because patients now only need to look at their queue number on the screen and wait to be called via the TV screen. With the TV screen, patients can see the last queue number called.

This administrative transformation provides convenience and satisfaction to patients in terms of time efficiency, although at the beginning of the use of this technology there were still patients who were confused and angry because of the delay in service.

CONCLUSION

Based on the results of the research and discussion that has been carried out, several important things can be concluded regarding the Transformation of Administrative Services at the Ballaparang Community Health Center, Rappocini District, Makassar City.:The transformation undertaken at the Ballaparang Community Health Center involves the use of applications to store patient data, utilizing technology such as laptops and computers. This transformation was implemented in the health center's administrative services department and has been running well to date. The health center also uses online registration via WhatsApp. However, the use of this platform to register at the health center and obtain a queue number is still limited, with patients using or utilizing this application to register. The transformation undertaken at the health center has increased service capacity. The administrative services have utilized technology to store patient data and utilized all facilities, such as laptops and computers, for this transformation.

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