



## EVALUATION IMPLEMENTATION OF THE QUICK TREATMENT OF COVID-19 MEDICAL AND PUBLIC HEALTH POLICY IN BENGKULU CITY

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### A B S T R A C T

In this study, the implementation evaluation concept used is a concept derived from George C. Edwards' implementation model. While the concept of service used comes from Kotler. This research uses quantitative and exploratory research methods. The sample of this study amounted to 32 people based on the degree of error 5%. The test statistic used is the Kendal Tau correlation test, which is a non-parametric statistic used to obtain the strength of the relationship from the same population. The Variable Implementation of the Covid-19 Medical Rapid Handling and Public Health Policy was carried out well at the Bengkulu City Hospital. Cumulatively, the majority of respondents feel the results of relatively high satisfaction with public services in the health sector at the Bengkulu City Hospital, which means that the services provided at the Bengkulu City Hospital are of high value or satisfy the community. The implementation of the Covid-19 Rapid Medical and Public Health Handling Policy has an effect on public services at the Bengkulu City Hospital. This can be proven also by the tabulation calculation which states that the value of  $z$  count  $< z$  table with  $dk$  as much as 5%. That is  $0.462 < 0.3264$  which means that reject  $H_0$  and accept  $H_a$ . The implementation of the Covid-19 Rapid Medical and Public Health Handling Policy with Public Services at the Bengkulu City Hospital needs to be optimized again, by socializing this regulation and applying rewards and punishments to Bengkulu City RSHD officers who excel and who violate.

## INTRODUCTION

Coronavirus-19 (COVID) has been declared a global pandemic by WHO (WHO,2020). Coronavirus is a zoonotic or virus that is transmitted between animals and humans. This virus and disease is known to have originated in the city of Wuhan, China since December 2019. As of March 21, 2020, the number of cases of this disease reached 275,469 people spread across 166 countries, including Indonesia.

As a concrete form to respond to this, the Indonesian government swiftly took strategic steps in mutual cooperation through the preparation and strengthening of the capacity of health resources in hospitals, laboratories, and other health facilities. The concrete form of policy taken by the government is by issuing Guidelines for Rapid Medical and Public Health Handling of COVID-19. These guidelines were created to provide guidance to health workers and the general public in preventing and dealing with COVID-19 cases.

Medical personnel at all levels and all types of medical institutions are at the forefront, they are tasked with ensuring that patients can be treated properly but also have to think about the safety of their lives. As of April 12, 2020 (<https://www.okezone.com>), 31 medical personnel who treat COVID-19 patients have died. They died while carrying out their professional oath, saving human lives indiscriminately. Sad fact indeed. They are risking their lives for the sake of the healing of other humans, meanwhile the personal protective equipment (PPE) used is inappropriate and inadequate in number during the current COVID-19 pandemic.

In a report from the Indonesian Ministry of Health, the Director General of Health Services at the Ministry of Health (Kemenkes) Bambang Wibowo revealed, the need for PPE is very high in the midst of a pandemic but stocks are limited. Then, if the protective equipment is limited, what

do these medical personnel take refuge with? So, don't be surprised if many of them use raincoats and even galls.

The spread of cases of the corona virus (Covid-19) in Indonesia has spread to all provinces, including Bengkulu Province, which previously managed to maintain the green zone as the only province on the island of Sumatra that was free from the corona virus (Covid-19) for approximately three months. This status then changed to a red zone after the Bengkulu Governor announced through a press conference held in the media center room of the Bengkulu Governor's Office accompanied by the Director of the M. Yunus Bengkulu Hospital, along with the Bengkulu Province Covid-19 handling team, on Tuesday 31 March 2020, and increased to that the number of positive patients infected with the corona virus or Covid-19 in Bengkulu increased to 4 Corona Positive Patients in Bengkulu with the red zone being in the city of Bengkulu.

In the perspective of implementing public policies, the implementation of health sector public service policies to prevent and handle COVID-19 cases at the Bengkulu City Hospital is how the practices and mechanisms are carried out by the implementing apparatus (street level bureaucrats) who interact directly with the community as their clients. The mechanism is as stated by Lipsky (2010:83) that: "patterns of practice (pattern of practice) routines and simplification". Thus the behavior/habits carried out by public service implementers are actions to implement, simplify, adjust, speed up procedures, and even facilitate their daily work and tasks (Coping Behavior) as implementers of public policies.

Based on the description of the problem, the author is interested in carrying out a research entitled Evaluation of the Implementation of the Covid-19 Medical Rapid Handling and Public Health Policy at the Bengkulu City Hospital.

## MATERIALS AND METHODS

This research is quantitative and exploratory. The population of this study was health workers (PNS, Honor, TKS, and the existing village secretaries), while the sample of this study was representative of the population of health workers (PNS, Honor, TKS, and the existing village secretaries), and the community who also received Quick Handling services. Covid-19 Medical and Public Health at the Bengkulu City Hospital based on a 5% error degree (Isaac Michael in Sugiyono, 2015: 131). The test statistic used is the Kendal Tau correlation test, which is a non-parametric statistic used to obtain the strength of the relationship from the same population. Correlation statistics The Kendal Tau correlation test was used because the scale used was an ordinal scale and the research sample was more than eleven people (Sugiyono; 20115; 65). After the correlation test is carried out, the z test is carried out to determine the strength of the influence between variables

## RESULTS AND DISCUSSION

Evaluation of the Implementation of the Covid-19 Rapid Medical and Public Health Handling Policy at the Bengkulu City Hospital seen from the evaluation dimensions of implementation and services which will be discussed in full in the following sub-chapters:

### 1. Evaluation of Policy Implementation

Based on the results of the questionnaire on the communication indicator to 32 samples, it is known that the communication indicator gets a score of 126 by entering the high category. With this category, it is known that the level of communication in terms of clarity, accuracy and consistency at the Bengkulu City Hospital shows a high/good score. Communication indicators are important for the realization of a conducive work system and work pattern (Edward, 221:

1980). If the communication has been properly realized then this aspect will certainly affect other factors simultaneously.

Based on the results of the questionnaire on resource indicators for 32 samples, it is known that the communication indicator gets a score of 127 by entering the high category.

With this category, it is known that the Resources at the Bengkulu City RSHD Office show a high/good score. Resource indicators are important for the realization of a conducive work system and work pattern (Edward, 227: 1980). This is because material, financial, personal, and technological resources are a set of latent factors that ensure the sustainability of a policy implementation. Furthermore, based on the results of a questionnaire on the disposition indicators of 32 samples, it is known that the communication indicator gets a score of 123 by entering the high category.

With this category, it is known that the disposition level at the Bengkulu City Hospital shows a high/good value category. Disposition indicators are behavioral tendencies of implementing actors at the Bengkulu City Hospital. If the disposition of the policy implementing apparatus is good, the policy will be implemented consistently and persistently because of the high commitment of the implementers at the Bengkulu City Hospital. The last indicator, namely the bureaucratic structure at the Bengkulu City Hospital, shows a score of 116. This score indicates a high category. Thus the bureaucratic structure at the Bengkulu City Hospital is good in supporting the implementation of the main tasks and functions at the Bengkulu City Hospital.

Cumulatively, the indicator items in the implementation evaluation variable show a score of 487. If the score is interpolated by dividing by 4, the mean value obtained is 121.75. This score indicates a high/good

category and means that this variable indicates that the evaluation variable for the Implementation of the Covid-19 Medical Rapid Handling and Public Health Policy was carried out well at the Bengkulu City Hospital.

The results of the percentage analysis carried out on the scores obtained on the 32 samples show the frequency and percentage as presented in the following table;

Table.1 Percentage and Frequency of Implementation of Covid-19 Rapid Medical and Public Health Management Policies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12.00	2	6.3	6.3	6.3
	13.00	3	9.4	9.4	15.6
	14.00	5	15.6	15.6	31.3
	15.00	8	25.0	25.0	56.3
	16.00	6	18.8	18.8	75.0
	17.00	6	18.8	18.8	93.8
	18.00	2	6.3	6.3	100.0
	Total	32	100.0	100.0	

Based on the sample data, it is known that there are 8 respondents with an answer score of 15, meaning that the frequency obtained is eight times with a percentage of 25%. Furthermore, there are two frequencies of 6 to the answer scores 16 and 17 with a valid percentage of 18.8% each. Furthermore, 5 respondents answered with a score of 9.4% each. Finally, each of the 4 respondents who answered with a score of 18 and 12, which was 6.3%.

## 2. Public Service

In this study, the indicators that can be used to measure the quality of public services at the Bengkulu City Hospital are various dimensions, namely reliability, responsiveness, confidence, empathy and tangible. The results of this study come from primary data, namely questionnaires and secondary data, namely in the form of interviews with several informants, results of field observations and studies of related documents.

Table 2. Frequency and Percentage of Rapid Medical Treatment and Public Health at the Bengkulu City Hospital

### Medical Rapid Handling and Public Health

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16.00	2	6.3	6.3	6.3
	17.00	1	3.1	3.1	9.4
	18.00	5	15.6	15.6	25.0
	19.00	9	28.1	28.1	53.1
	20.00	6	18.8	18.8	71.9
	21.00	7	21.9	21.9	93.8
	22.00	1	3.1	3.1	96.9
	24.00	1	3.1	3.1	100.0
	Total	32	100.0	100.0	



Based on the table, it is known that 30 respondents provided information that the quality of service at the Bengkulu City Hospital had high and very high criteria as many as 30 frequencies and only 2 people received moderate/sufficient frequencies. Cumulatively, the table explains that the majority of respondents feel the results of relatively high satisfaction with public services at the Bengkulu City Hospital.

### 3. The Impact of the Implementation of the Covid-19 Rapid Medical and Public Health Handling Policy at the Bengkulu City Hospital

The hypothesis in this study is that the evaluation of the implementation of the Covid-19 Medical Rapid Handling and Public Health Policy has an effect on the quality of public services at the Bengkulu City Hospital.

The Kendal Tau statistical test was carried out on several prerequisite factors, namely:

1. The distribution of data does not refer to the distribution of normality
2. The type of data in the study is ordinal

Based on the results of SPSS version 23.00 data processing, it is known that the results of the calculation of the data from the Tau Kendal Correlation Test show the relationship between the maximum correlation coefficient, which is 1 (1.00). Through the two-party test, it is known that the magnitude of the relationship between the two variables is 0.477. Interpretively, the value of tau\_b of 0.477 indicates a moderate/adequate relationship between the variables of the Implementation of the Covid-19 Rapid Medical and Public Health Policy Implementation and Public Services at the Bengkulu City Hospital.

After the relationship test was carried out, a test was carried out on the effect of implementing the Covid-19 Rapid Medical and Public Health Policy Implementation with the Quality of Public Services at the Bengkulu City Hospital. The test used is the Z test with a Run test pattern. The results of the Z test can be seen as follows:

**Table.3. Z Test Results Effect of Two Variables**

Runs Test		
	Ev.Pelaksanaan	Plyn.Sekt.Publik
Test Value <sup>a</sup>	15.00	19.00
Cases < Test Value	10	8
Cases >= Test Value	22	24
Total Cases	32	32
Number of Runs	17	12
Z	.736	-.242
Asymp. Sig. (2-tailed)	.462	.809

Based on the results of the Z test, it is known that the test scores in several cases in the implementation evaluation with a median value of 15 were 10 cases smaller than the existing value and 22 cases greater than the mean score weighted value. Furthermore, public sector services have a test value of 19 with the assumption that 8

frequencies are smaller than the test value. Based on this assumption, the number of deviations that occur is 17 and 12. The effect of X on Y is indicated by the Z value, which is 0.736 and because public sector services get a value of -.242, it is assumed that the test value carried out is correct. This is because the negative value of the dependent variable (bound) cannot affect

the independent variable simultaneously and interactively.

Based on the results of the Z test, it is known that the calculated Z value is 0.462 or greater than 0.05, thus the null hypothesis ( $H_0$ ) is rejected and  $H_a$  is accepted. This means that the implementation of the Covid-19 Medical Rapid Handling and Public Health Policy has an effect on public services at the Bengkulu City Hospital. This can be proven also by the tabulation calculation which states that the value of  $z_{count} < z_{table}$  with  $dk$  as much as 5%. That is  $0.462 < 0.3264$  which means that reject  $H_0$  and accept  $H_a$ .

## CONCLUSION

Stakeholders The results and discussion of the research described in the previous chapter show that:

1. Implementation of the Covid-19 Rapid Medical and Public Health Handling Policy at the Bengkulu City Hospital, seen from 4 (four) indicators, namely communication, resources, disposition, and bureaucratic structure, shows that each of these indicators is of high value. So that cumulatively the indicator items in the implementation evaluation variable show a score of 487. If the score is interpolated by dividing by 4, the mean value obtained is 121.75. This score indicates a high/good category and means that this variable indicates that the implementation of the Covid-19 Rapid Medical and Public Health Policy Implementation is well implemented at the Bengkulu City Hospital.
2. Quality of public services The health sector at the Bengkulu City Hospital, Kaur Regency is assessed based on 5 (five) indicators, namely reliability, responsiveness, confidence, empathy and tangible. The results of the study show that cumulatively the majority of respondents feel the results of relatively high satisfaction with public services at

the Bengkulu City Hospital, which means that the services provided at Bengkulu City Hospital are of high value or satisfy the community.

3. Based on the results of the Z test, it is known that the calculated Z value is 0.462 or greater than 0.05, thus the null hypothesis ( $H_0$ ) is rejected and  $H_a$  is accepted. This means that the implementation of the Covid-19 Medical Rapid Handling and Public Health Policy has an effect on public services at the Bengkulu City Hospital. This can be proven also by the tabulation calculation which states that the value of  $z_{count} < z_{table}$  with  $dk$  as much as 5%. That is  $0.462 < 0.3264$  which means that reject  $H_0$  and accept  $H_a$ .

Based on the research results that have been processed, the maximum correlation coefficient is 1 (1.00). Through the two-party test, it is known that the magnitude of the relationship between the two variables is 0.477 interpretively, the  $\tau_b$  value of 0.477 indicates a moderate relationship / Implementation of the Covid-19 Rapid Medical and Public Health Management Policy with Public Services at the Bengkulu City Hospital Hospital. Therefore, the implementation of the Covid-19 Rapid Medical and Public Health Handling Policy at the Bengkulu City Hospital needs to be optimized again, by way of socialization and the application of rewards and punishments to the Bengkulu City Hospital's employees who excel or who commit violations.

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