



PERFORMANCE ANALYSIS OF BENGKULU CITY HEALTH DEPARTMENT FIELD OF DISEASES ERADICATION AND MANAGEMENT IN THE PIMS AND HIV AIDS PROGRAMS

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A B S T R A C T

This study aims to determine and analyze the performance of the Bengkulu City Health Service in the Field of Disease Eradication and Management in the PIMS and HIV AIDS Programs. In this study, researchers used a qualitative research design with a narrative approach. In this study the method used in determining informants was by purposive sampling technique. The study used qualitative analysis to look at the performance of the Bengkulu City Health Service in the Field of Disease Eradication and Control in the PIMS and HIV AIDS Programs. Data analysis was carried out with the stages of data reduction, data presentation and drawing conclusions. The results showed that the performance in the field of eradication and control of internal diseases in the PIMS and HIV AIDS programs at the Bengkulu City Health Office was quite good. The research findings based on aspects of the research are as follows: The service quality of the PIMS and HIV AIDS Program in Handling HIV/AIDS Sufferers at the Bengkulu City Health Service is good, the Responsiveness of the PIMS and HIV AIDS Program in Handling HIV/AIDS Sufferers The Health Service in Bengkulu City has good, the Efficiency of the PIMS and HIV AIDS Programs in Handling HIV/AIDS Sufferers at the Bengkulu City Health Office is quite good, and the Effectiveness of the PIMS and HIV AIDS Programs in Handling HIV/AIDS Sufferers at the Bengkulu City Health Service is not good.

INTRODUCTION

Performance or performance is the result of work carried out by the apparatus or real behavior that is displayed in accordance with its role in the organization. Work results are very important in an organization's efforts to achieve goals, so various activities and programs must be carried out by the organization to increase it with the support of the existing budget.

The percentage increase for the health budget for the city APBD from 2017 to 2021 is quite fluctuating, and when compared between 2020 and 2021 the percentage for the health budget for the city APBD has decreased by 0.70%, this could be influenced by the occurrence of the covid-19 pandemic, so that there is refocusing the budget. Therefore, the presence of refocusing the budget has an impact on the performance of the Bengkulu City Health Office. One of the programs in the Bengkulu City Health Office is the Program to Eradicate Sexually Transmitted Diseases (PIMS) and Human Immunodeficiency Virus (HIV) and Acquired Immunodeficiency Syndrome (AIDS). PIMS and HIV AIDS case data in Bengkulu City.

The results of an interview with one of the Bengkulu City Health Office employees said that many programs and activities of the Health Service were not achieved due to budget refocusing, resulting in the performance of the Bengkulu City Health Office employees not meeting expectations, especially in the HIV Infectious Disease Eradication Program and PMIS. This indicates that the performance of the Bengkulu City Health Service has not been maximized in the HIV and PMIS Eradication Program.

MATERIALS AND METHODS

Study in this research used a qualitative design with a narrative approach. In this study the method used in determining informants was by purposive sampling technique. The study used qualitative analysis to look at the performance of the Bengkulu City Health Service in the Field of Disease Eradication and Control in the PIMS and HIV AIDS Programs. Data analysis was carried out with the stages of data reduction, data presentation and drawing conclusions.

RESULTS AND DISCUSSION

1. Service Quality of the PIMS and HIV AIDS Program

The research findings show that the service quality of the PIMS and HIV AIDS Program in Handling HIV/AIDS Sufferers at the Bengkulu City Health Office is good because the Health Office has collaborated with PKT/VCT RSUD M. Yunus Bengkulu and at the Bengkulu Province Lapas and coordinated with the Kandang Health Center and the Decrease Health Center. to conduct consultations and laboratory tests for HIV AIDS for the people of Bengkulu City.

Therefore, the Bengkulu City Health Office can continue to maintain and further improve the quality of services for the PIMS and HIV AIDS programs in Handling HIV/AIDS Sufferers in Bengkulu City so that they can get better and improve. The findings of this study are in line with Dwiyanto's opinion (2008: 50) which explains that service quality tends to become increasingly important in explaining the performance of public service organizations due to the many negative views formed due to public dissatisfaction with the quality of service received from public organizations.

Azwar (2013: 38) explains the utilization of health services is the use of service facilities provided either in the form of outpatient care, inpatient care, home visits by health workers or other forms of activity for the utilization of these services based on the availability and continuity of services, community acceptance and fairness. , easily accessible by the community, affordable and quality. According to Ilyas (2012: 35) performance appraisal is a tool for management that can be used to evaluate the performance that has been achieved and can be used to measure the development potential for the subordinates concerned in the future and performance appraisal is a very important thing to do to find out how far where an organization can achieve the goals that have been set.

2. Responsibilities of the PIMS and HIV AIDS Programs

The research findings show that the Responsiveness of the PIMS and HIV AIDS Programs in Handling HIV/AIDS Sufferers at the Bengkulu City Health Office is good because the Bengkulu City Health Office has planned to conduct treading every three months to places where visitors have the potential to suffer from HIV AIDS. Because the Bengkulu City Health Office should maintain and

increase responsiveness in carrying out community screening which previously was once every 3 months to once a month, so that the PIMS and HIV AIDS Program in Handling HIV/AIDS Sufferers at the Bengkulu City Health Office is getting better. Nogi (2005: 174) argues that the measurement or assessment of organizational performance is the process of recording and measuring the achievement of the implementation of activities in the direction of achieving the mission (mission accomplishment) through the results displayed either in the form of products, services, or a process.

The findings of this study are in line with the opinion of Dwiyanto (2008: 50) who explains that responsiveness is the ability of an organization to recognize community needs, set service agendas and priorities, and develop public service programs in accordance with community needs and aspirations, this is related to alignment between programs and service activities to the needs and aspirations of the community. Responsiveness is included as a performance indicator because responsiveness directly describes the ability of public organizations to carry out their missions and objectives, especially to meet the needs of the community because organizations that have low responsiveness automatically have poor performance.

3. Efficiency of the PIMS and HIV AIDS Programs

The research findings show that the efficiency of the PIMS and HIV AIDS Programs in Handling HIV/AIDS Patients at the Bengkulu City Health Office is quite good, because the Health Office staff and Puskesmas staff have conducted treseting every three months and the officers have been given training. However, there are still obstacles to the lack of budget for the HIV AIDS program. Therefore, the Bengkulu City Health Office can propose a budget to the Bengkulu City Government for the Field of Disease Eradication and Control in the PIMS and HIV AIDS Programs, so that this program can run optimally. In addition, the Bengkulu City Health Office must maximize efforts in providing explanations and understanding regarding HIV/AIDS prevention and control efforts, these efforts can be carried out in the mass

media and through outreach to the public. The findings of this study are in line with the opinion of Ratminto and Winarsih (2014: 174) that one of the indicators of organizational performance is efficiency, which is a condition that shows the best ratio between input and output is achieved in administration of public services.

Dwiyanto (2008:52) explains that efficiency concerns considerations about the success of public service organizations in earning profits, utilizing production factors as well as considerations originating from economic rationality. According to Azwar (2013: 41) the efficiency of health services is due to very limited health resources, therefore this dimension of efficiency is very important in health services and efficient health services will be able to serve many patients. The performance of each personnel is basically strongly influenced by the characteristics of the organization. Personnel with a high performance base will further develop when working in an environment that values the hard work of personnel. Organizations that have a high performance culture usually require personnel to have a high work ethic as well. A work environment like this will encourage every personnel to exert all their power to achieve high work performance. The more productive the organizational culture, the more it will affect the work culture of the personnel. This will affect the process of growth and development of all personnel, be it individuals, groups, or interdisciplinary work units within the organization (Ilyas, 2012: 43).

4. Effectiveness of the PIMS and HIV AIDS Programs

The research findings show that the effectiveness of the PIMS and HIV AIDS Programs in Handling HIV/AIDS Sufferers at the Bengkulu City Health Office is not good, because when conducting treseting the community does not want to be examined, strong types of drugs cause patients to stop taking medication. Therefore, the Bengkulu City Health Service should be able to coordinate and cooperate with the owners of business premises or hot spots when they are going to conduct treseting, so that people want to be examined and checked for HIV AIDS and the Bengkulu City Health Service should go through HIV AIDS officers in the Health Service. Health and

Community Health Centers Health Centers to provide assistance to patients who are new to or start taking HIV AIDS drugs.

The findings of this study are in line with the opinion of Ratminto and Winarsih (2014: 174) that one of the indicators of organizational performance is effectiveness, namely the achievement of predetermined goals, both in the form of targets, long-term goals and organizational missions. In addition, Dwiyanto (2008: 52) explains that effectiveness is a criterion related to the ability of public service organizations to achieve organizational goals because it is closely related to technical rationality, values, mission, organizational goals, and the functions of development agents. According to Azwar (2013: 41) health services must be effective, meaning that they must be able to treat or reduce existing complaints, prevent disease and its development and/or spread of existing diseases. The effectiveness of this health service depends on how the Health Service Standards are used appropriately, consistently and in accordance with the local situation. Dwiyanto (2008:49) explains that it is not sufficient to evaluate the performance of the public bureaucracy by using indicators inherent in the bureaucracy, such as efficiency and effectiveness, but must also be seen from indicators attached to service users, such as service user satisfaction, accountability, and responsiveness. Performance appraisal from the service user side is very important because public bureaucracy also arises because the goals and missions of public bureaucracy often not only have many stakeholders and have interests that often conflict with each other which causes public bureaucracy to have difficulty formulating a clear mission. As a result, the performance measures of public organizations in the eyes of stakeholders also vary.

CONCLUSION

Performance in the field of eradication and control of internal diseases in the PIMS and HIV AIDS programs at the Bengkulu City Health Office was quite good. The research findings based on aspects of the research are as follows: The service quality of the PIMS and HIV AIDS Program in Handling HIV/AIDS Sufferers at the Bengkulu City Health

Service is good, the Responsiveness of the PIMS and HIV AIDS Program in Handling HIV/AIDS Sufferers The Health Service in Bengkulu City has good, the Efficiency of the PIMS and HIV AIDS Programs in Handling HIV/AIDS Sufferers at the Bengkulu City Health Office is quite good, and the Effectiveness of the PIMS and HIV AIDS Programs in Handling HIV/AIDS Sufferers at the Bengkulu City Health Service is not good.

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