Health Administration Service System in Tanralili Polyclinic Maros Regency, South Sulawesi Province

Hasnah Taureng, Sakinah binti Harith, Lua Pei Lin and Zainab Mohd Shafie

Universiti Sultan Zainal Abidin, Kuala Terengganu, Malaysia

Abstract : The direction of health development policies mandated to improve the quality of human resources and interconnected environment. In addition, it is also to improve the quality of institutions and health services through empowering sustainable human resources. This research aims to determine the mechanisms and work procedures, apparatus behavior towards patients and the readiness of facilities and infrastructure to support the administration of health services at the Tanraili Polyclinic. This research used qualitative descriptive method with 15 participants. Data analysis used Likert scale with good score of 4, score 3 is quite good, score 2 is not good and score 1 is bad. The results showed that the mechanism and work procedures for health administration services in Tanraili Polyclinic mechanism and procedure were quite good.

Key words: System · Service · Administration

INTRODUCTION

The aim of health development is to try to improve the highest degree of public health. In achieving these objectives, proactive and dynamic policies are needed by involving all sectors including government, private and society. Extracting information that is accurate, precise and accountable is a major source in decision making and policy. Along with the decentralization era various health information systems have been developed in either the central or regional government, according to the needs and characteristics of each region. Public health services in Republic of Indonesia have increased significantly from year to year [1].

As one of the public service institutions, the clinic requires the existence of an information system that is accurate and reliable and sufficient enough to improve its services to patients and other related environments. Data management at the clinic is one important component in realizing information system. Clinic is a form of business engaged in the field of public health services. During this time all business processes that occur at the outpatient clinic such as processing patient data, processing medical records, processing transaction data and making reports per period, are still done conventionally or are still using paper media by their employees and it caused many weaknesses, including

requiring a long time, less accurate and so that it can produce incomplete information. At first it was not a problem for the clinic, but as the amount of patients per day increased, the clinic now began overwhelmed in managing patients data and recording of financial administration. The number of variables in the clinic also determines the speed of information flow needed by officers and patients [2].

Problems that arise in outpatient services are media storage of patient data that is still based on paper, so that the data has the risk of being damaged or lost. In serving the number of patients who come every day, it certainly makes the staff inconvenience in handling both the recording of the visit, recording the action, recording the diagnosis to the recording of bill payments if all these things are done using paper media (manual). The manual recording process is one of the problems that can hamper service. That is why it is necessary to create an information support system that processes data effectively and efficiently, with the aim of facilitating employee performance in recording patient data in processing and minimizing errors in inputting data carried out conventionally and optimizing data security.

The development of a medical record information system is intended to support the availability of information data for management and service providers as well as the development of the health information

---

network, especially the insurance company, which can see the patient's medical record data that filed a claim and simplify patient insurance claims to the insurance party to reduce the file and the medical institution can provide appropriate service because it is supported by medical record data and patient history during treatment. With these problems, the researcher will build an application that can organize clinical data, where the application can be accessed by many computers (client server network). The client server architecture can provide a database with high integrity, because all users, both officers and doctors in the clinic work with the same database, which later through the rules and controls implemented by the program administrator by providing authentication rights in accordance with the position and authority of each individual program users [3-5].

Literature Review: The system is a collection of elements that meet one unit to achieve certain goals. Associated with the understanding of the system of education experts provide limitations including. The system is a group of elements that integrate with the same intention to achieve one goal. In an organization there are elements that work together to achieve a goal. In addition, in a system there are several sub-systems that work together for one purpose. In the service system (for example employees and administrative facilities) influence each other so that it will create a service that can satisfy [6].

The interconnected elements established a single unit or organization. In other words a system is not a set of elements that are assembled haphazardly but consists of elements that can be identified as togetherness due to the same goal. This definition concludes that the organization is association of people in an organization and interrelated and related to each other. A network of procedures created according to an integrated pattern for carrying out the main activities of companies or agencies related to procedures. Usually involves several people in a department or more that are made to ensure uniform handling of repetitive company transactions. This opinion can be concluded by the researcher that the system consists of a network of procedures, while the procedure is a sequence of activities [7, 8].

The system is divided into two approaches namely the procedure approach and the component approach. It can be seen from the system procedure approach defined as a collection of procedures that have certain objectives and when viewed from the system component approach is a collection of components that are interconnected with each other to form a single unit. The system is a unit that can be juxtaposed with service. Services are basically activities offered by organizations or individuals to consumers served that are intangible and not owned.

Characteristics of services, namely: service is intangible, the service actually consists of actions and are influences that are social actions, production and consumption of services can not be separated significantly, because in general the events occur together and occur in the same place. These characteristics can be the basis of how to provide the best service [9]. Achieving customer satisfaction through service quality can be improved by approaching:

- Minimize the gaps that occur between management and customers. For example, conducting research with observational methods for company employees about the implementation of services.
- The company must be able to build a shared commitment to create a vision in improving the service process which includes improving the way of thinking, behavior, abilities, knowledge and all available human resources.
- Give customers the opportunity to submit complaints.

Service is defined as providing services to the needs of people who have an interest in the organization in accordance with the basic rules and procedures that have been determined. Services performed by a person or group of people on the basis of material factors through a system of procedures and certain methods in an effort to meet the interests of others in accordance with their rights. A service can be carried out well and satisfactorily if it is supported by the awareness of officials and executive leaders. Services offered by one party to another are basically intangible and do not result in any ownership. There are three main characteristics of services as follows:

- Intangibility, means that service is basically a performance of the results of experience and not an object. Most services cannot be counted, measured, touched, or tested before being delivered to guarantee quality
- Heterogeneity, means that service users or clients have very heterogeneous needs. Customers with the same waiter may have different priorities. Likewise performance often varies from one procedure to another even from time to time.

- Inseparability, means the production and consumption of an inseparable service. Consequently in the service industry quality is not engineered into production in the factory sector and then delivered to customers but quality occurs during service delivery, usually during interactions between clients and service providers [10, 11].

Serving the community both as an obligation and as an honor is the basis for the formation of a humane society which means the provision of services to the community is the main obligation for the government. Its role in the service provider I s to act to accelerate the service process in accordance with what should be. In service also interrelated with the administrative process. Administration is two or more people who unite to achieve the goals together. Administration is the systematic compilation and recording information with a view to provide information and making it easier to retrieve it in its entirety and in relation to one another. Data and information in question are related to organizational activities, both for internal or external purposes. Administration, which includes note taking, correspondence, light bookkeeping, typing, agenda and some of which are technical in administration. So, administration is a small part of administrative activities in a broad sense [12, 13].

RESULTS AND DISCUSSION

Service is one of the supporting factors in Tanraili Polyclinic. Activities to improve services are the culmination of improving patient satisfaction. The quality of services provided by the Tanraili Polyclinic has provided satisfaction and good perception for patients. So that with good service, patients have an interest in making repeat visits.

Listening to the responses of respondents in the above table, it can be analyzed that the administration letter procedure is less difficult for patients. In other words, the handling procedures also the letter completion process are relatively fast. It can be seen from the response of 13 respondents who said it was not difficult. This condition lies in the mechanism and procedure imposed by the management of the Tanraili Polyclinic, which provides services quickly and appropriately to each patient.

From the respondents' answers in the table above, it can be analyzed that the doctor gives the medicine quite in accordance with the illness suffered by the patient.

Table 1: Procedure for administering administrative letters

Respondents' Responses	Frequency	Percentage (%)
Hard	-	-
Very hard	-	-
Medium	2	13,33
Easy	13	86,67
	15	100%

Table 2: The doctor gives medicine according to the illness suffered by the patient

Respondents' Responses	Frequency	Percentage (%)
Right	13	86,66
Quite right	1	6,67
Not quite right	1	6,67
Not right	-	-
	15	100%

Table 3: Nurses conveyed clearly the use of drugs

Respondents' Responses	Frequency	Percentage (%)
Convey clearly	12	80,00
Clear enough	2	13,33
Not clear enough	1	6,67
Not clear	-	-
	15	100%

This can be seen by the responses of respondents as many as 13 people or 86.66% who answered accordingly. This condition must be done because if something goes wrong it will have an impact on the patient and also conflict with the code of ethics of the medical profession.

Looking at the respondent's answers like the table above, it can be analyzed that nurses convey clearly about the use of drugs to patients. This can be seen from the results of the responses of 12 respondents who answered very clearly in conveying information.

CONCLUSION

In this research it can be concluded that the mechanism in working procedures for administrative services in the Tanralili Polyclinic is good enough. This evidenced by the results of the accumulation of responses of respondents who stated that the administrative services at the Polyclinic were quite good. In addition, the behavior exhibited by officers at the Polyclinic towards patients was also quite good.

REFERENCES

1. Kurniawan Hendra. 2015. Pengaruh Kepuasan Kerja, Motivasi Kerja dan Kedisiplinan. Bandung: Alfabeta.
2. Susilowati. 2012. Administrasi dan Inventarisasi Laboratorium IPA. Artikel Ilmiah. Yogyakarta: Universitas Negeri Yogyakarta.

3. Ahmad Susanto, 2012. Perkembangan Anak Usia Dini. Jakarta: Kencana Prenada Media Group.

4. Raymond McLeod, Jr. 2001. Sistem Informasi Edisi 7 Jilid 2. Jakarta: Prenhallindo.

5. Amsyah Zulkifli, 2003. Manajemen Kearsipan. Jakarta: PT. Gramedia Pustaka Utama

6. Mulyadi. 2005. Akuntansi Biaya. Edisi Kelima. Yogyakarta: UPPAMP YKPN Universitas Gajah Mada.

7. Jogiyanto, H.M., 2003. Sistem Teknologi Informasi. Yogyakarta: ANDI.

8. Suryanto Adi, 2003. Pelayanan Prima. Jakarta: Lembaga Administrasi Negara.

9. Sutopo, A.H., 2003. Multimedia Interaktif dan Flash. Yogyakarta: PT. Graha Ilmu.

10. Moenir. 2006. Manajemen Pelayanan Umum di Indonesia. Jakarta: Bumi Aksara.

11. Nasution. 2001. Manajemen Mutu Terpadu (Total Quality Management). Jakarta: Ghalia Indonesia.

12. Amin Silalahi, 2005. Strategi Pelatihan dan Pengembangan Sumber Daya Manusia. Surabaya: Batavia Press.

13. Jhonny Ardan Mardan, 2019. The Influence of Organizational Culture, Creativity, Infrastructure and Trust on Amil Zakat's Performance in Riau Province. Middle-East Journal of Scientific Research, 27(2): 119-12.