

Analysis of the Influence Health Team's Performance on the Quality of Emergency Services at PSC 119 Takalar District

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ABSTRACT

The performance of medical personnel is obtained by comparing the results of carrying out one's duties in a certain period and is used to measure the results of medical personnel's achievements. Emergency means life threatening, while emergency is the need to get immediate treatment or action to eliminate the threat to the victim's life. This study aims to find out the influence of the health team's performance on the quality of emergency services at the Public Safety Center (PSC) 119 Takalar. This study used quantitative research with a Cross Sectional Study design. The population was the entire PSC 119 health team in Takalar. The sampling technique used was Total Sampling. The results of this study reported that punctuality had a direct significant and positive influence on service quality, effectiveness demonstrated a direct significant and positive influence on service quality, independence illustrated a direct significant and positive influence on service quality and work commitment showed a direct significant and positive influence on service quality. This study concluded that: punctuality had an influence on the quality of emergency services at PSC 119 Takalar; effectiveness confirmed an influence on the quality of emergency services at PSC 119 Takalar; independence showed an influence on the quality of emergency services at PSC 119 Takalar; work commitment illustrated an influence on the quality of emergency services at PSC 119 Takalar; demonstrated effectiveness an influence of 17,847 times on the quality of emergency services in PSC 119 Takalar.

Keywords: Performance Team, Service Quality, Emergency, PSC 119

INTRODUCTION

An emergency case is one of the events that cannot be predicted so that it requires readiness for immediate handling action to reduce risks that can be life-threatening or cause permanent disability and death rates caused by the absence of first aid being given. Emergency cases are a problem that cannot be ignored, considering the increasing number and the impact it has. World status data for road safety in 2013 (Second Global Status Report on Road Safety 2013), that traffic accidents resulted in 33,815 deaths in the Southeast Asia South East Asia Region, abbreviated (SEAR) in 2010. with an average death rate because traffic accidents are higher in lower-middle income countries with 19.5 deaths per 100,000 population than in poor countries with 12.7 deaths due to traffic accidents per 100,000 population, with the lowest rate being 1.9 deaths per 100,000 population in the Maldives to 88 .1 death per 100,000 population in Thailand.

Data from the World Health Organization (WHO) states that as many as 67 percent of traffic accident victims are at a productive age, namely 22-50 years. Accidents were also dominated by motorcyclists which reached 120,226 times 72% of all traffic accidents in a year. Meanwhile, based on data from the 2014 Health Sector Review, it is known that in recent years there has been a shift in disease patterns where the 3 highest ranking diseases are a burden in Indonesia, namely cerebrovascular disease (first rank), traffic accidents (second rank) and ischemic heart disease (third rank).

In addition to the shifting disease burden, Indonesia is also faced with the threat of natural disasters. Indonesia is located at the confluence of four tectonic plates and a line of volcanoes from the west to the east. This geographical situation poses a risk of natural disasters such as volcanic eruptions, tectonic earthquakes, tsunamis, and so on (Apriyanti, 2021). In the last five years, the highest proportion of deaths based on disasters was caused by earthquakes and tsunamis with 28.6% or 2615 people, followed by traffic accidents with 25.1% or 2299 people. A significant increase occurred from 2017 to 2018, from 900 people to 4198 people out of the total number of disaster events. During the same period, according to BNPB, the highest number of deaths and missing were caused by landslides with a total of 1022 people, followed by transportation accidents with 986 people.

According to Heally. J and Dugdale in the last 10 years, the world's attention to the importance of the role of patient safety has increased on strategies and methods and activities to create safety for patients in hospitals. Several factors influence the quality of health services and patient safety, namely organizational factors such as safety and moral climate, work environment factors such as staffing and managerial support, team factors, such as teamwork and supervision and staff factors (Amran, 2021).

The increase in emergency cases of diseases as well as Indonesia's geographic factors has encouraged the Ministry of Health to make new breakthroughs to improve health services, especially related to emergency services, one of which is through the Public Safety Center 119 service which can be used throughout Indonesia. These conditions and phenomena require an increase in the quality of health services through improving health facilities and infrastructure and increasing access to health services for the community. So that through innovation in health and emergency services the Public Safety Center (PSC) 119 implemented by the Takalar District Health Office can become a pioneer in responding to various challenges and community needs.

Health workers are burdened with many tasks due to limited resources, so many of them still hold double positions and assignments. The large number of tasks and responsibilities given to health workers causes the results to be less than optimal because health workers only have a little time to complete many tasks, which will later have an impact on the results of performance evaluation as evaluation material for management (Ayub, 2020).

Public Safety Center (PSC) 119 is a medical emergency service through number 119 which can be accessed widely and free of charge by the public via cellular or home telephones. This emergency service is an integration between the Central Government through the National Command Center 119 located at the Ministry of Health and the Regional Government through the Public Safety Center (PSC) in each Regency/City. The presence of this service is in accordance with Presidential Instruction number 4 of 2013, which mandates that each Regency/City must form 1 (one) PSC (Public Safety Center) unit that functions as a center for coordinating emergency services in an area.

However, in reality, the implementation of the Public Safety Center (PSC) 119 in several

Regencies/Cities still encounters several obstacles which are influenced by several factors such as the availability of human resources and limited facilities and infrastructure. In fact, human resources play a very important role in helping develop public services. After all, it is humans who ultimately determine and predict the success or failure of a policy, strategy or activity steps to be implemented within an organization. Improving the performance of human resources (HR) is very important in efforts to improve services to the community, so it needs to be pursued continuously and continuously in facing the demands of society. Hasibuan (2012, 94) states that performance is an illustration of the level of success or failure in carrying out the main tasks and functions of the organization in realizing the goals, objectives, vision and mission of the organization (Cahaya, 2021).

One of the factors that influence the improvement of the performance of human resources is the work readiness of the HR itself (Darwis et al., 2022; Mustafa et al., 2022; Pratiwi et al., 2019; Suprianto & Arhas, 2022). Innovation in public services in emergency conditions is interesting and of course requires readiness to work with competent resources. Therefore work readiness is very important to create good performance in improving service quality (Lukman & Yuliana, 2021). In addition, the management of human resources is very important in a hospital, and its success can be seen from the turnover of the number of nursing staff. In hospitals, nursing staff are the largest number of professionals, and their performance greatly influences the effectiveness of services for patients (Setyono, 2019).

Many practitioners and academics have conducted studies related to the Public Safety Center (PSC 119), such as the research conducted by Wike Yuliana et al (2020) entitled "Public Safety Center Health Service Innovation 119 (PSC 119) Smash Care's in Solok City". The results of this study indicate that Smash Care's PSC 119 innovation has been accepted by the community and can run well, judging from the people who use this program. With this innovation the community is greatly helped, both in terms of time and economy. This emergency service helps the people of Solok City and the people who are currently in Solok City. Due to the easy service mechanism, it is enough to call the 119 call center available 24 hours without any fees. Of the five indicators, it was explained that there were many benefits to the community from the presence of PSC 119 Smash Care's, but in terms of outreach the Health Office was not very proactive in introducing innovations to the community. However, in previous studies it was rare to discuss how the performance of the health team influences the quality of emergency services at the Public Safety Center (PSC 119). For this reason, this is the basis for the author to conduct an in-depth study.

Data on emergency cases in Takalar has increased by 10% from the number of cases in 2021, namely 299 emergency cases. However, with the increase in these cases and the limited human resources available, not all cases are handled properly, as was the case in Kec. Sanrobone at the end of 2021 because the health team is seconded as the vaccination team at each health center, so there is no health team on duty at both the health center and the PSC which causes the patient to receive treatment late and eventually die. A similar case also occurred in Kale Ko'mara Village, at the change of guard hours, the health team did not come in and did not coordinate with the team on guard at the PSC, so that patients were slow to be treated because the distance from the location of the patient with PSC was quite far and took quite a long time. long time due to poor road conditions.

As a preliminary study conducted by the author by conducting interviews with administrative staff at the Public Safety Center (PSC 119) Takalar Regency, it was found that there were still many health workers who did not meet the requirements to go into the field in

handling emergency cases in terms of timeliness, effectiveness, independence and Work commitment. Preliminary observation data found that the work readiness of health workers was only around 60% based on questions asked from 10 health workers in PSC 119 Takalar Regency and only 6 people answered well regarding timeliness, effectiveness, independence and work commitment with a total number of workers health of 80 people.

METHOD

The type of research used is quantitative with a cross-sectional approach. The Cross Sectional approach is data collection where the independent variables and dependent variables that occur in the research object are observed and measured at the same time to determine whether there is a relationship between the two. This research was conducted in Takalar Regency, from February to March 2023. Primary data in this study is data obtained from questionnaire statements which produce data that can be processed. Secondary data was taken from the annual report of the PSC 119 health worker team in Takalar district in 2022. In collecting data sources, researchers collected data sources in the form of primary data and secondary data. Primary data obtained by means of interviews using the questionnaire that has been provided. Secondary data is a source of research data obtained by researchers indirectly through intermediary media (obtained or recorded by other parties). Secondary data is in the form of evidence, historical records or reports that have been compiled in archives or documentary data. The population of the generalization area consists of objects/subjects that have the qualities and characteristics determined by the researcher to be studied and then drawn conclusions. The population in this study was the entire PSC 119 Health Team in Takalar District, totaling 80 people. Samples are part of the subjects in the population studied, which are of course able to represent the population (Prabandari, 2017). The sampling technique in this study was carried out using the total sampling method (Sugiyono, 2015). The reason for taking total sampling is because according to Sugiyono (2015) the total population is less than 100, the entire population is used as a research sample. The sample used in this study was the number of PSC 119 Health Teams in Takalar Regency as many as 80 people. The data processing of respondents' answers from the questionnaire used the SPSS program (statistical package for social science) version 21.0 for Windows. The data that has been collected is then processed through several stages. Starting from data editing, data coding, data entry, data cleaning and tabulation.

RESULT AND DISCUSSION

Patient Characteristics

This study involved 80 respondents aged over 17 years who were categorized according to the Ministry of Health (2009), namely the age range 17-25 years, 26-35 years, 36-45 years, 46-55 years, 56-65 years and aged > 65 years. Of the six age categories of respondents, it was found that most respondents were at least 26-35 years old. According to (Freddy, 2003), increasing age causes a person's physiological functions and thinking to become more mature so that they can think more universally. Therefore, most of the respondents in PSC 119 were early adult respondents.

Most of the 80 respondents in this study were female. This means that the employees who are the respondents of this study are dominated by women. The characteristic of the respondents in this study was that they were dominated by patients who had completed their last degree in Nursing. According to (Hanifah, 2019) someone with a higher educational level will have better team performance when compared to someone with lower education.

Table 1. Respondents

Age (Year)	Frequency (n)	Percentage (%)
17-25	7	8.8
26-35	50	62.5
36-45	21	26.3
46-55	2	2.5
56-65	0	0.0
>65	0	0.0
Total	80	100,0

On the other hand, there are also a number of jobs that are difficult to fill by the existing workforce. This is closely related to the gap between the types of academic knowledge as well as the expertise or skills possessed by educational graduates and the work skills required by the world of work. These facts show that there is a close relationship between education and the world of work.

The Effect of Timeliness on Service Quality

The results of the analysis show that timeliness has no significant effect on service quality at PSC 119. This can be seen through the significance value, meaning that timeliness does not affect service quality. This research is not in line with research by (Ima, 2022) which reveals that timeliness affects service quality. The better the level of timeliness, the higher the quality of service, this research is in line with research conducted by Muh. Ikbal which has no significant effect of timeliness on service quality at the Cendrawasih Health Center in Makassar City.

Table 2. Punctuality

Punctuality	Frequency (n)	Percentage (%)
Enough	48	60.0
Not enough	32	40.0
Total	80	100,0

This is what causes the quality of service to be quite good, so to carry out timely services at the puskesmas it is very forced by the leadership, in this case the head of the puskesmas / nurse who takes over in carrying out examinations of patients. The difference in the results of this study is caused by differences in employee characteristics. In this study, the lack of public insight regarding the importance of utilizing time, on time to train ourselves to be disciplined and make us people who can be trusted. A punctual person is a person who can discipline himself because he has a strong commitment. The nature of this discipline will make us trusted later.

Effect of Effectiveness on Service Quality

One of the things that is of concern in PSC 119 is related to employee effectiveness. The results of the analysis in this study indicate that employee effectiveness has a significant effect on service quality. Several previous studies that are not in line with this research are Supartiningsih (2017). The results of his research show that effectiveness has no significant effect on the quality of outpatient services at Sarila Husada Hospital, Sragen.

Table 3. Effectiveness

Effectiveness	Service Quality				Total		P value
	Enough		Not Enough		n	%	
	n	%	n	%			
Enough	18	18.0	19	19.0	37	37.0	0,000
Not enough	21	21.0	22	22.0	43	43.0	
Total	39	39.0	41	41.0	80	80.0	

The results of this study are in line with research conducted by Livnie Nansi Sahensolar (2021) which shows that effectiveness has a positive effect on service quality at Medika Lestari Hospital. Effectiveness is an indicator of service quality on team performance. Effectiveness is an achievement of activities in accordance with what has been planned. A job that has been done by someone can certainly support to achieve goals as a group

The Effect of Independence on Service Quality

Independence is one of the important things in service quality. Independence in PSC 119 is certainly a concern for PSC 119. Through this research, it was found that independence has no significant effect on service quality. In other words, the quality of service also depends on independence in overcoming obstacles/problems with self-confidence by not depending on the abilities of others, and being able to govern, control and determine oneself without the influence of the environment and the help of others.

Table 4. Independence

Independence	Service Quality				Total		P value
	Enough		Not Enough		n	%	
	n	%	n	%			
Enough	17	17.6	19	18.5	36	36.0	0,061
Not enough	22	21.5	22	22.6	44	44.0	
Total	39	39.0	41	41.0	80	80.0	

The results of this study are not in line with research by Nurmiwiyati (2020) which shows the results of a significant influence between independence on the quality of outpatient services at the PKU Muhammadiyah Cipondoh Mother and Child Hospital, Tangerang. From the similarity of the results of this study, it proves that independence does affect service quality.

The results of this study are in line with research by Putu (2021) which shows that independence has no significant effect on service quality for pharmaceutical independence in hospitals and health centers in 11 provinces in Indonesia. Sometimes a person with low self-esteem willfully misbehaves because they are afraid of trying difficult things and ultimately failing.

Effect of work commitment to service quality

The analysis that has been carried out gives the result that work commitment has a significant effect on service quality. In this study, work commitment, which is an indicator of loyalty, has no significant effect on service quality. The results of this study are not in line with research by (Wulandari et al., 2019). In his research grouping team performance into courtesy variables, the results of the analysis show that courtesy which consists of work commitment is one of the factors that influence the quality of service in the city of Surabaya. The difference in the results of this study can be caused by differences in the research area. The research by Reza (2019) was conducted in Palembang, while this research took place in PSC 119, Takalar Regency. Differences in cultural characteristics in the observation area, according to Putrihapsari & Dimiyati (2021), the work commitment of each region is assessed differently and is influenced by cultural conventions based on the social values of the community.

Table 5. Work Commitment

Work Commitment	Service Quality				Total		P Value
	Enough		Not enough		n	%	
	n	%	n	%			
Enough	21	19.0	18	20.0	39	39.0	0,791
Not enough	18	20.0	23	21.0	41	41.0	
Total	39	39.0	41	41.0	80	80.0	

This research is in line with research conducted by Siti (2019) at Palembang Hospital with the title dimensions of work commitment in emergency services with quality of service in the Emergency Room. The results of his research indicate that the variable influencing team performance (work commitment) has no significant effect on service quality. Commitment to every employee is very important because with a commitment an employee can be more responsible for his work compared to employees who are not committed. Usually employees who have a commitment, will work optimally so that they can devote their attention, thoughts, energy and time to their work. So that what has been done is in accordance with what is expected by PSC 119. So by committing, it will reduce the intention to leave work.

Effect of Simultaneous Independent Variables on Service Quality

Regression analysis shows that there are differences in the effect of the independent variables on service quality. Of the five independent variables, one variable was obtained that had a significant influence on service quality, namely work commitment seen from the highest Exp (B) value. However, if the four variables are combined, then simultaneously the four variables have a significant effect on service quality. Therefore, each service indicator needs to be improved. Service can be interpreted as the level of customer satisfaction. Where this is obtained by comparing one type of service with other similar services, thus consumers can find out the comparison of service quality levels between companies A and B.

Table 6. Variable Independet

Variabel	B	S.E	Wald	df	Sig.	Exp (B)
Punctuality	,327	,473	,479	1	,489	1,387
Effectiveness	-,183	,486	,141	1	,707	,833
independence	-,125	,458	,074	1	,785	,883
Work Commitment	,417	,475	,771	1	,380	1,518
Constant	-,564	1,174	,231	1	,631	,569

The Effectiveness Variable ($p=0.000$) has a value of $p<0.05$, which means that statistically this variable has a simultaneous influence on service quality at PSC 119, while the Timeliness Variables ($p=0.534$), Independence ($p=0.061$) and Work Commitment ($p=0.791$) did not significantly influence service quality at PSC 119. Based on these results it can be seen that the final model of the Logistic Regression equation to determine the variables that greatly influence service quality at PSC 119 is to look at the highest Exp (B) value. From the results of the logistic regression analysis above, it was found that the work commitment variable had the highest Exp (B) value, which was 1.518 times more influential on service quality at PSC 119 with a value of $p = 0.000$.

Service quality is considered good if the service provided is in accordance with what is expected by consumers, while if it exceeds what consumers expect, then it can be said that the service is very satisfying. However, sometimes there are also services that are not in accordance with what consumers expect. This service is said to be bad, if the company is felt unable to fulfill consumer desires, both through products and through company services (Yuliana, 2020).

Quality of service can be a means of strengthening the inner relationship between entrepreneurs and consumers. When expectations and desires are fulfilled, consumers will feel valued at the place of business. Consumers feel that the money spent is proportional to their desires and expectations. (Yuliana, 2020). Therefore, service providers must increase the level of customer satisfaction in various ways. Such as maximizing the visitor experience so that they feel comfortable and happy when they are treated well. Do not let visitors feel otherwise like not being appreciated with ignorant and unfriendly service.

Another way is to provide convenience, speed, accuracy, and capability to consumers. If the service is in accordance with what consumers expect, then the service quality can be considered ideal. Service quality can be considered low if what consumers receive or feel is not as expected. Service quality can be maximized in various ways. As always being polite friendly and professional. All workers must have unified feelings in order to maintain professionalism. Even though not all consumers can shop with a good attitude, as a business owner they must maintain the quality of service. Thus, service quality can be of added value (Yuliana, 2020).

Service quality is very important to understand because it has a direct impact on the image of a business. Good service quality will greatly benefit the business. If a business has received a positive consumer value, the consumer will provide good feedback, and can become a regular customer or repeat buyer. Of course this will have a major effect on business continuity (Situmorang, 2013).

CONCLUSION

Based on the results and discussion that has been carried out in this research, several conclusions are obtained. First, timeliness has no effect on the quality of emergency services at PSC 119, Takalar district. Second, effectiveness affects the quality of emergency services at

PSC 119 Takalar district. Third, independence does not affect the quality of emergency services at PSC 119 Takalar district. Fourth, work commitment has no effect on the quality of emergency services at PSC 119, Takalar district.

Based on the conclusions previously explained above, the researcher can provide suggestions for improving the progress of health services at the Mehalaan Health Center; First, improving the quality of service so as to better maintain a satisfactory level of service, PSC 119 Takalar district continues to maintain the effectiveness dimension of the health team's performance. Second, improve the quality of service so that people feel satisfied with the service at PSC 119 Takalar district, the dimensions that must be improved are timeliness, independence and work commitment, especially for community complaints. Third, PSC 119 is expected to carry out routine surveys on a regular basis to directly assess the quality of services provided compared to what is expected and conduct surveys on service quality.

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