

HEALTH CARE LICENSING

(Study on Implementation Services Practice License and Work Permit Health Workers in the District Health Office of East Kutai Based on Local Regulation No. 45 Year 2010 on Main Duties and Functions (TOR) and Job Description Structural Officials on the Environment Government of East Kutai Regency).

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ABSTRACT

Implementation Services licensing on Health Office is the government effort to meet the basic needs and civil rights of every citizen in the goods, services and administrative services provided by the delivery of public services. Reality shows that the condition of public services is still faced with a system of government that has not been effective and effisien and quality of human resources is not adequate apparatus. It is seen from the number of complaints and complaints from the public, both directly and through the mass media. Based on the description of the problems, the writer interested in conducting research on: Licensing Services Health Workers in the District Health Office of East Kutai To describe and analyze the advantages and barriers to implementation of License Practice (SIP) and Work Permit (SIK) Medicals. The research aimed to describe and analyze the Policy Implementation Services, the service model, as well as the advantages and barriers to SIP and SIK licensing service provided to the community. The results showed; No differentiation in the service of SIP service mechanisms and Work Permit (SIK) at the District Health Office of East Kutai, the design of the model licensing service designed to provide fast service, cheap and quality. The advantages and barriers to services is affected by communication, resources, disposition, bureaucratic structure and delegation of authority.

Keywords: Services licensing, health workers

INTRODUCTION

The main objective is to free the decentralization policy of the central government bebarang not necessary in dealing with domestic affairs, so the opportunity to understand, respond to various global trends in taking advantage of him. The central government is also expected to concentrate on macro policy formulation of a strategic nature. On the other hand, the decentralization of government authority in the regions will experience the process of empowerment, the ability of initiative, creativity will be encouraged, so that the capacity to cope with domestic problems will be stronger (Gaffar, 2003: 172) This open. Opportunities made possible since the enactment and implementation of the Act of Local Government, namely Law No. 22 of 1999 and Law - Law No. 25 of 1999 which was then changed and replaced with Act - Act 32 of 2004 and Act No. 33 In 2004, the issue of decentralization and autonomy become a topic of everyday conversation in the bureaucracy and society. In essence, the government organization devoted to the creation of public services (public service) in accordance / consistent with Law No. 32 of 2004 on Regional Government. Conceptions of good governance requires every government apparatus to be responsible and accountable for all the attitudes, behaviors and policies to the public.

It is necessary for the professional apparatus that can optimize execution of their duties and functions and supported the spirit of service-oriented public services, shelter and empowerment of the people. Good governance (good governance) is the most prominent issues in the management of public administration today. Demands and aspirations were voiced to the government to carry out the implementation of good governance. One of them is the implementation of the Health Personnel Licensing Services. Reality shows that the condition of public services is still faced with a system of government that has not been effective and effisien and quality of human resources is not adequate apparatus. This is evident from the number of complaints and complaints from the public, both directly and through the mass media concerning the tortuous procedures, the lack of certainty completion period, the requirements are less transparent, less responsive attitude of officers, lack of facilities and infrastructure support services , besides lack of socialization permits the local health workers lack an understanding of the management procedures permit. This affects the poor management of licenses by health personnel, and also may be gaps or opportunities for the emergence realtor permit good from the outside of the agency concerned and the authorities of the institution itself. To Overcome Reviews These Necessary conditions to the improvement of the quality of the provision of services licensing for the sake embody public service excellence. Quality of the licensing service in East Kutai District Health Office can be seen from the aspects: First, the service mechanism is applied, whether the mechanisms applied by the authorities of public servants in the Department of Health actually has been in accordance with the mechanism that has been set, Second: physical facilities (infrastructure) that exist, including the availability of parking facilities, a lounge area, media information and media complaints fairly, strategic location, the schedule of services satisfying the service schedule is set, the toilet were adequate in terms of quantity and hygiene, as well as comfort and security within the scope of the office, Third: in terms of service personnel with a level of performance discipline, courtesy, friendliness, ability, expertise, responsive staff in serving and resolving complaints and the presence of officers during opening hours.

Based on the description of the problems in the public service, especially the licensing service Health Workers, the authors are interested in doing research on: Licensing Services Health Workers (Study Implementation Services Practice License and Work Permit Health Workers in the District Health Office of East Kutai Based on Local Regulation No. 45 Year 2010 on Main Duties and Functions (TOR) and Job Description Structural officials on the Environment Government of East Kutai Regency) with the aim to describe and analyze Implementation Licensing Services Practice License and Work Permit Health Workers in East Kutai Regency, Regional Regulation No. 45 Year 2010, describe and analyze the advantages and constraints Implementation Practice License and Work Permit Health

Personnel in Health Office in East Kutai Regency, as well as to describe and analyze models waitress an SIP licensing and SIK given to the Public Health Office in East Kutai. Average benefits of the research is to enrich the development of science and scientific views in the field of social science studies can also be taken into consideration for the decision-making East Kutai Regency Government on the program in the future.

METHOD

This study used a qualitative approach that is descriptive analysis. Soemanto (1995: 32), suggests a descriptive study seeks to describe and interpret what is there (could about the condition or relationship, a growing opinion, the ongoing processes, results or effects that occur or trends emerging). The reason for using descriptive method of analysis for researchers trying to assess the public service at Health Office in East Kutai Regency, which was limited to efforts to depict or describe the circumstances or conditions of an existing service, with uaruan descriptively and supported by the description in numbers prosentase. Di in qualitative research design, research and study focus or subject matter to be investigated contains a description of the dimensions of what was to become the center of attention that would be discussed in depth (Bungin, 2003: 41). In a social setting, there are various social phenomena and problems in your life. Therefore, social researchers should be sensitive and observant capture phenomena that arise; in the realm of social life. According to Lincoln and Guba (in Moleong, 2000: 62), the problem is a condition that comes from a relationship between two or more which produces a confusing situation. While Burhan Bungin (2003: 41-42) asserts that a fenomea and social practices should be seen as a focus of research is a phenomenon that indicates a disparity between what was expected with what in fact happens (gap between *das sollen* and *das sein*).

The location of research in writing this dissertation is the District Health Office of East Kutai. The reasons for selecting the District Health Office of East Kutai guided by several things, including; the East Kutai Regency is an autonomous region that has been formed in 1999 carved out of Kutai and has been implementing Process Licensing SIP and SIK from 2001, geographically city Sangatta is the Capital East Kutai Regency, is the center of public services and the Government's activities in the East Kutai Regency of East Kutai district population characteristics of pluralism, and the Health office of East Kutai Regency is conveniently located in the center of Sangatta.

The main research instrument that is the researchers themselves who use logic and analytical thinking so as to verify or deduce social phenomena studied (Lincoln and Guba, 1985: 760). The researcher as an instrument that does not mean losing the essence of humane than the researchers themselves Instruments aids are tools or means that the researchers used in making the verification or conclusions are valid and correct the social phenomena studied, and as an instrument of support such as: book remarks, cameras, tools stationery and tape-recorder.

Population is generelisasi region consisting of the objects / subjects who have a certain quantity and characteristics set by the researchers. The population covers all the characteristics possessed by the object or subject being studied. In this study, the population is the working units and the Region as a public institution in East Kutai. Source of Data / Informant Research, consisting of: health officers = 6, taffeta Technical = 3, and the applicant = 15.

The basic technique of collecting data used were interviews, observation and documentation (Marshall and Rosman, 1989: 69). Interviews were used in the form or unstructured, done without the preparation of a list of questions that tight, but based on the interview guide which focuses on research. Data analysis techniques in this study using domain analysis (Spradley, 1984 which has made six steps are interrelated as follows: choose pattern semantic relation given on the basis of information or facts provided in the diary research, preparing work domain analysis, choose commonalities data

from the diaries of researchers in the field, looking for concepts and categories stem symbolic of a particular domain that corresponds to a pattern of semantic relationships, compile structural questions for each domain and create a list of the entire domain of all existing data.

The validity of the results obtained by using the steps as suggested by Lincoln and Guba there are four main criteria of validity in order to ensure the validity of qualitative research results are: standard of credibility, standards of transferability, dependability standards and standards confirmability.

RESULTS

East Kutai is a regency in East Kalimantan province. The capital of the district is located in the Sangatta. East Kutai Regency has an area of 35747.50 km² or 17% of the total area of East Kalimantan Province. Geographically, the district is located between 118 ° 58 '19 "east longitude to 115 ° 56' 26" east longitude and between 1 ° 52 '39 "north latitude and 0 ° 02' 10" south latitude. the population of East Kutai Regency as many as 255 637 people. Based on the distribution by district, the district population is most numerous in the District of North Sangatta, ie 72 156 inhabitants. Meanwhile, regions with a population of at least District of Batu Ampar, as many as 4,201 people. With an area of 35747.50 km² and inhabited by around 255 637 people, the average population density of East Kutai Regency at 7.15 people / km².

Implementasi Services Work Permit and Practice License of Medical Staffs in Health Office of East Kutai Regency

East Kutai District Health Office is one of the Public Service Model that seeks to respond to complaints of Health Workers, Health Workers discontent against the process of licensing services. Service process is done transparently for the procedures, time and cost of processing permits have been clearly determined. East Kutai Regency Government has been providing licensing services contained in the Health Manpower Development Division of Health Resources. In this unit, the Health Workers can apply for various forms of licensing health professionals without the need to come to the East Kalimantan Provincial Health Office. Implementation of Licensing Services Health Workers in East Kutai District Health Office guided by the Regional Regulation number 45 Year 2010 on Main Duties and Functions of the Department of East Kutai Regency kesehatan. Licensing Services Office of Health Care Pro Health Workers in East Kutai airport permit, among others: General Practice doctors, dental practice, practice specialist doctors, nurses, practice nurses. working midwife, midwife practice, working dental nurse, dental nurse practice, practice pharmacists, assistant pharmacists practice, work analysts, work pesioterapi, employment of medical records, work force nutrition, environmental health personnel practices, and occupational therapists.

SIP service mechanism and SIK in Kutai District Health Office East

In the general guidelines for the licensing service stated that the Work Permit and Permit Practice Health Workers have requirements that must be met by the applicants based on the classification of types of activity are being taken to attract, hire and hire personnel or employees that can provide effective support for the organization. While Procedure service Letter license for Labor And Practice License of Health Workers in the Health Office of East Kutai, namely: Filing the application for counter services, the registration application file, the letter of application, examination of the file, the publishing process SIK, submission SIK, and SIP personnel Health.

Submission of application file

This activity served olehseksi Health Manpower Development in charge of receiving various applicants meet the requirements for obtaining a license. In connection with these activities, the Health Manpower Development section provides an overview in the mechanism of obtaining a license is; The applicant comes in the Department of Health seeking information by wondering where the place of extraction of the application form registration permit Medicals, one staff of the Department of Health is taking form and give it to the applicant, the existing staff in the section Development of Health Workers provides guidance on charging complete the form, and after the form stocked and equipped with the requirements in accordance with the licensing of workforce needed then submitted to the Head of Development of Health Workers, to examine the completeness of the registration requirements of the permit, if declared complete and does not need meninjauan location / field then the file can be processed as it should, once it is processed and then forwarded to the cation Development Health Workers to be initialed, and entered into the Head of Health Resources to be initialed and then submitted to the Chief Medical Officer for signature after it is signed by the Head of Department of Health submitted to the applicant, required time during this process one day to 14 days "

Examination File

It was explained that the validation process is intended to paperwork requirements, for example Certificate of Registration (STR) Medicals entered must ligalisir genuine, the letter of recommendation from professional organizations, Letter of Identity Card (KTP) or certificate of domicile for those who have a National Identity Card (KTP) came from outside the job site in question included the statement from his immediate supervisor. Through research of these requirements can be anticipated various forms of data falsification.

Payments / fees

In accordance with Standard Operating Procedures (SOPs) in each management Work Permit (SIK) and the management of Practice License of health personnel free of charge or geratis, however, if the action in the management of permissions it requires a review of the field, then the cost of field observation is borne by the applicant , of the Health Department is ready for duty to the court. Ways to process SIP and SIK.

In connection with the services implemented by the East Kutai District Health Office, investigators received information from several informants who took care of licensing health workers in East Kutai District Health Office are as follows; "Services that there are now very good, quick, and easy. The process of service in a straightforward way. The information that is given by the staff of East Kutai Regency Health Office, and which information is read through pamphlets, brochures, leflit, which dipampang on the bulletin board of the service mechanism on the Office of Health, "Health Office of East Kutai Regency is what informed in accordance with reality. the service is quick, no beating around the bush, no extra fees and licensing of health professionals is obtained within three days" (Interview, August 2016).

Financing

From the results of the interviews show that the services provided by the Employee Health Office of East Kutai in accordance with the mechanism of service posted on the board stuck indoors Health Office of East Kutai Regency as well as what is described by the officer. The process is quick, easy and transparent, existence of different normative service attitude with the attitude factually services performed by the service user at the time of receiving the service. Differences differentiated services on several things, including high and low factor of socio-economic status of the economy, the

closeness of social relations with the authorities, the service user's physical appearance, ethnicity, affiliation, political, social and intellectual level of society.

Factors supporting and SIP service execution and SIK in East Kutai Regency

District Health Office of East Kutai has 114 employees consisting of the Head of Department, Secretary, Head of Division 4, Subsection 3, Section Chief of 12 people, and the technical staff of 93 people. Based on education, Employee Health Office of East Kutai Regency consists of two bachelor's degree (S2) 18, a bachelor's degree (S1) 48, D3 23 people, a high school education / equivalent 25 people.

Facilities / Infrastructure

"The waiting room at the District Health Office of East Kutai is not enough to accommodate applicants who came so that banyakorang, there are good applicants who waited outside the newly enter a plea, the requirements document or simply take a license. Excellence Health Office of East Kutai: The office layout besebelahan the Regent's office so that the applicant is so easy mendapatkannya ". (Mh 10, August 2016).

SIP service model and SIK at the District Health Office of East Kutai

Public service delivery customer (customer) is the embodiment and the State Apparatus functions as a "public servant" and "public servants". Therefore, the scope of public services Provided government apparatus includes: airport, protect, and foster initiative and active role in community development. Because society is the principal agent of development. About East Kutai District Health Office, the bureaucratic apparatus instead are vying to improve the image. Especially enhance and improve the public service system.

Types of SIP Services and SIK

Procedures for the issuance of SIP and SIK is already in the process of licensing services, and in accordance with existing policy. This was disclosed by the Health Manpower Development section as follows: "The process of SIP services and SIK at the District Health Office of East Kutai must always refer to the existing rules. In the care of the SIP and SIK, a very important thing, especially regarding the requirements that must be met by the community / health workers "(PP 04, August 2016). Based on the explanation or comment, it means there are at least two types permit, namely: Following the procedure that has been determined (corresponding SOP) and can be deposited / ask for help to the officer or others.

Variations in the service of SIP and SIK

In connection with the SIP service model and SIK, it turns out there is a different type. Such variation can be based on the ability of interpretation of the officers, it could be because of the behavior / attitude clerk / willingness of the applicant .. "Yes ... if the variation in the ministry, we admit, but prinsipnya same principles, serve appropriate guidelines. Which always is; 1) the applicant shall submit an application along with the required documents to the Development Section of Health Workers, 2) Section of checking compliance with requirements, 3) a letter of application in process in Subsection General to the Head of Department of Health, 4) Head of Mendesposisi petition to the Head of Resource Development Health, 5) Head of Human Resources Development Health mendesposisi letter to the head of the section Development of Health Workers to process the petition, 6) Development section head Health Workers studying the petition, if the complete requirements then section head of Development of Health Workers mendesposisi to staff to print permissions, 7) after

being printed Furthermore, the printing process the licenses to be checked / initialed by the Head of Health Manpower Development, and developing the company's Head of Human Resources of Health, before being signed by the Head of Health Office as Letter licensing health professionals "(Pp02, August 2016) ,

DISCUSSION

Based on the presentation of the data is there, then there are three focus studies were analyzed according to the informant answers to the questions posed and direct observation of the researchers, the breakdown is as follows: **Mechanism of SIP Services and SIK at the District Health Office of East Kutai**

SIP submission procedures and SIK

Permit service procedures in East Kutai District Health Office, namely; Submission of application file in counters, File inspection, application processing, the printing process of licensing and permit delivery to the applicant.

Ways to process SIP and SIK

Based on the results of interviews supported by observations on the process of licensing services at the District Health Office of East Kutai, then the means used is based upon the licensing steps with 6 way. But in general all officers to master the ways of licensing services.

Financing

The results of the interview showed that the services provided by the Health Department of East Kutai in accordance with the indicators of financing so that what is posted on a board attached to the indoor Health Office of East Kutai and do not incur the cost of handling SIP and SIK except the cost review of the field if needed review of the field. the process is fast, easy and transparent, so long as all the requirements for this type of permit is needed filled with the applicant. Based on the provisions of the general guidelines and licensing requirements in the District Health Office of East Kutai any costs arising from the employment field charged to the applicant, and also based on the answer to the cost of reviewing the informant that the location is usually the cost is the cost of renting a car rental for 12 hours Rp. 300.000, - no other charges except the cost of eating and even then adjusted the price of food in the place was Rp. 30.000, - per person. This shows that the authorities Health Office of East Kutai transparent in performing duties as a public servant.

Enabling and inhibiting factors for the services of SIP and SIK in East Kutai district

Human Resources

Profile of human resources in the health office of East Kutai district show: In terms of quantity, the District Health Office of East Kutai has 114 employees consisting of head offices, Secretary, Head of Division 4, 3 Head, section 12, and 93 technical staff. Based education, employee health office of East Kutai Regency consists of undergraduate education Stratas two (S2) 18, undergraduate education Stratas one (S1) 71, a high school education / equivalent 25 people.

Facilities / infrastructure

Capacity of inadequate waiting room only 6 people while the average applicant who came so that the other 25 people waiting outside, it is by the applicant is not a paramount issue business

licenses they need quickly completed. Informants also recognize that access to the District Health Office of East Kutai is very easy because it is strategic. Because of its location in the district capital.

Factors supporting SIP services and SIK at the District Health Office of East Kutai

Supporting factors, among others; 1) Regional autonomy which gives broad authority for local governments to explore and develop innovative services and sources of income. 2) Delegation of authority to the head of the Health Office of East Kutai Regency to sign SIP and SIK have ease of service so that the applicant did not have to wait too long. 3) Staff were owned by the District Health Office of East Kutai is already experienced in dealing with licensing. 4) Resources officers at the District Health Office of East Kutai has an adequate education. 5) The location of the office is located: adjacent to Regent's office so that applicants easily get it. 6) The mechanism permits very transparent. 7) Readiness administrative form of forms to smooth the process of handling SIP and SIK.

Factors inhibiting SIP services and SIK at the District Health Office of East Kutai (weakness)

Inhibiting factors and SIK SIP services, among others: 1) Conduct the implementing agency rather slow in service, sometimes indifferent and not thought bustle service users. 2) limited socialization causes most people do not know the mechanism of handling SIP and SIK. 3) The number of people who do not understand the SIP and SIK. 4) Limited facilities. 5) The limited number of personnel. 6) technical barriers.

SIP service model and SIK at the District Health Office of East Kutai

In general, the models developed in East Kutai District Health Office are: 1) The applicant had a file or SIK SIP application requirements. 2) Development of Health Workers check the completeness requirements. 3) Subsection General: processing the application. 4) Head PSDK: the application letter is received and in disposition to the Head of Health Manpower Development; 5) Head section Medicals Development: Learning and check the petition, if the complete application requirements then in desposisi to staff to print such licenses; 6) Chief Medical Officer: signature of consent documents; 7) Head of Health Manpower Development: numbering licenses and permits delivery to the applicant. Based on the interview and is supported by observations in the service process of making a license in the District Health Office of East Kutai, the procedures used are still refer to the regulatory details of which exist on the steps management of SIP and SIK described in point about the flow of licensing above. However, in practice the procedure is done with 6 varied:

Propositions

Based on data from interviews, observations, and the discussion and analysis is then made propositions are as follows; 1) Differentiation in service mechanism Permit Work Permit Practice And due to their limited capabilities and limited personnel resources infrastructure / facilities as well as differences in the shape and type of business. 2) Implementation of the policy is the embodiment of Good Governance relating to aspects of communication services, human resources, disposition officials, and bureaucratic structure. 3) Lack of equipment / facilities budget socialization, capabilities, forces and increased demand for services is an inhibiting factor in the service of Work Permit and Permit Practice Health Workers. 4) Delegation of authority to the implementor to give freedom to the apparatus to control and determine the quality of public services. 5) Design model implemented by the Department of Health licensing service is beneficial to provide a service that is fast, cheap and qualified with an orientation to the satisfaction of the public, as well as the formulation of the proposition major are: Implementation of Licensing Services at the Department of Health which

effectively embodies the government's commitment to implement Good Governance to provide a service that is fast, cheap and qualified with an orientation to the satisfaction of the people.

COVER

Conclusion

Mechanisms Services SIP and SIK at the District Health Office of East Kutai has a standard operational procedure presented openly to the public the health workers through socialization, billboards and leaflets / brochures, there are variations in the understanding of the flow of the process to obtain SIP and SIK, the mechanism of handling SIP and SIK applied differently by the officers in accordance with the shape and type of business, society in general considers that the applicant SIP services and SIK has been good. This suggests that the differentiation of service in SIP service mechanism and SIK at the District Health Office of East Kutai due to different forms and types of businesses as well as the limited resources of personnel and infrastructure / facilities.

Factors supporting and SIP service execution and SIK in East Kutai Regency; Service process of making SIP and SIK contains four factors of implementation, namely communication, resources, disposition and bureaucratic structures that must be considered in the public service as good governance, the presence of a delegation of authority, licensing services, education competencies and the productive age resource officers and public awareness and technical readiness. And inhibiting factors and SIK SIP services in the Office of Health Care Pro East Kutai is limited equipment / facilities, budget socialization and the number of personnel and the quality of attitude and behavior of officials. Based on the conclusions of the supporting factors and inhibitors of SIP services and SIK at the District Health Office of East Kutai, said that the implementation of an embodiment of Good Governance indicators that looks at aspects of communication, resources, disposition and bureaucratic structure. Other factors must also be understood that the delegation of authority gives discretion to the apparatus to control and determine the quality of public services.

SIP service model and SIK in Health Office of East Kutai Regency;

Model Licensing Service is a Standard Operational Procedure in providing services to the public and disseminated in a transparent manner to the public through leaflets / brochures and charts services, services of Licensing at the District Health Office of East Kutai conducted in accordance with the regulations specified in the steps of obtaining a license, but the implementation of a more flexible and varied, the service in the Department of Health provides convenience for people in terms of time and cost certainty.

Suggestion

1. Need to increase motivation and performance of the implementing agency and SIK's SIP service does not distinguish degrees to individuals taking care of licensing, so it does not affect the quality of excellence in public service
2. Need to improve coordination and cooperation with authorities / institutions / agencies to provide basic services and accountabl
3. It is necessary to intensify the implementation of the socialization of the Permit Practice (SIP) by involving the community as much - much to attend counseling about SIP and SIK; where counseling should be easily accessible by the public; implementation time counseling tailored to the activities of the community / local health workers, and performed evenly in different regions and different walks of life East Kutai Regency, and

4. Keep Complaint Management System Development. Public complaint is one source of information for the efforts of the organizers of services to consistently maintain the services it produces in accordance with established standards. Therefore, it needs to be designed a complaint management system that effectively and efficiently process a variety of public complaints be input for the improvement of service quality.

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