

Evaluasi Pelayanan Prima pada Pelayanan Surat Jaminan Pelayanan (SJP) Online saat Pandemi Covid-19 di Seksi Pelayanan Kesehatan Rujukan dan Pembiayaan Kesehatan Dinas Kesehatan Kota Depok dalam Mewujudkan Prinsip Good Governance = Evaluation of Excellent Service for the Online Service Guarantee Letters (SJP) in the Era of the Covid-19 Pandemic at Referral Health Services and Health Financing Section, Depok City Health Office in Realizing the Principles of Good Governance

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Abstrak

Di tengah pandemi COVID-19 penyelenggaraan pelayanan publik melakukan penyesuaian berupa pemanfaatan teknologi informasi (online). Salah satunya Seksi Pelayanan Kesehatan Rujukan dan Pembiayaan Kesehatan (Yankesru dan PK) Dinas Kesehatan Kota Depok yang juga melakukan penyesuaian pada Pelayanan Surat Jaminan Pelayanan (SJP) menjadi online berbasis aplikasi. Oleh karenanya, penelitian ini bertujuan untuk mengevaluasi pelayanan prima pada Pelayanan SJP Online saat pandemi COVID-19 sebagai perwujudan prinsip good governance. Desain penelitian berupa kualitatif yang bersifat deskriptif dengan pengumpulan data melalui observasi, wawancara mendalam, dan telaah data sekunder. Model evaluasi berupa sistem IPO (Input, Process, dan Output). Dari hasil penelitian diperoleh bahwa pelaksanaan Pelayanan Surat Jaminan Pelayanan (SJP) Online sudah cukup prima sesuai standard pelayanan prima menurut UU Nomor 25 Tahun 2009 dan Permen PAN dan RB RI Nomor 15 Tahun 2014, meskipun masih terdapat kendala-kendala seperti, kurangnya Pegawai Verifikator Medis dan Penanggungjawab SJP Online, sarana dan prasarana belum memadai, belum disahkannya SOP dan perencanaan kegiatan pelayanan prima, beban moril bagi pegawai, pemahaman SJP yang belum optimal dari beberapa Pegawai, Puskesmas, dan Masyarakat Wilayah Kota Depok, serta kurangnya sosialisasi fasilitas pengaduan. Meskipun demikian, Seksi Yankesru dan PK terus melakukan upaya perbaikan dan peningkatan pada Layanan SJP Online agar pelayanan prima dapat tercapai seutuhnya.

.....During the COVID-19 pandemic, many public services made adjustments to the online system, including the Service Guarantee Letters (SJP) in the Health Referral System and Health Financing Section that using application-based online. Therefore, this study aims to know the overview of excellent service evaluation in the SJP Online Services in the era of the COVID-19 to realize the principles of good governance. This research uses qualitative methods with descriptive analysis through observation, in-depth interviews, and secondary data analysis. The evaluation model is using an IPO system (Input, Process, and Output). The results found that the excellent service aspects in the SJP Online Services were quite good because most of them were relevant with Law Number 25 of 2009 and Ministerial Regulation Number 15 of 2014. However, there are still problems going on like inadequate of Medical Verification Staff, Coordinator of SJP, and facilities, not yet ratified SOP and planning of excellent service activities, the moral burden felt by officers, the understanding of users and providers are not optimal yet, and complaint facilities are less socialized. Although, the Health Referral System and Health Financing continue to improve the SJP Online Services.