

Developing the Capacity Building Model of Local Government in the Field of Digital-Based Health

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Abstract Capacity building is a process carried out in a place / institution to make changes for the better so that the process that occurs can run according to the expectations and wishes of the community. In general, capacity building is an effort made to achieve good governance (good governance). The purpose of this research is to build a concept or some kind of guide that will be used by local governments in the health sector so that the performance of the government in carrying out health affairs, which consists of 14 objectives of the Malang city health office activities to be achieved in a year. The digital era is an era where everything in meetings is recorded electronically. The research model that will be used is to use a literature review by utilizing all health documents and several articles and books that can be used as supporting data. The result achieved is that the health office guidelines are used to reduce to a minimum the factors that hinder capacity building. The implication of this guideline is that there will be harmony or balance in running the government.

Keywords: *Health Office, Capacity Building, Regional Government*

1. Introduction

Model development is a technique or procedure that will be used to create a concept that can later be used to achieve desired goals. Meanwhile, capacity building is all forms of support that strengthen the ability of an institution to design and implement effectively and efficiently, carry out and evaluate development activities according to its mission.

Digitalization is the process of transferring media from printed, audio, and video forms to digital forms. This document digitization system in transferring physical documents to digital documents regulates several things such as scanning, indexing electronic documents, searching for documents and printing electronic media back to paper media [1]. The government, in this case the Malang City Health Office, is also trying to improve services in the effort to develop this capacity. Cultivating the spirit of public service, speeding up the transformation of government functions, strengthening the coordination mechanism and building society, building capacity evaluation system of public services is the only path to strengthen service capacity and improve the quality of public services [2]. The Malang city health office has begun integrating health facilities that are invited by several hospitals and Puskesmas as a health service that is needed by the community. Local governments play an essential role in developing and implementing community goals for the future. Cumulatively, such choices shape quality of life for all residents, help our economy thrive, and determine whether additional regional goals are met [3].

The existence of human resources in the organization has a vital and very important role and determines the direction to achieve organizational goals, because the success of the organization in achieving goals is largely determined by the quality of the people who work in it. One of the factors that have an important role in the development of human resources is the recruitment factor, recruitment is the process of searching for prospective workers who have the capabilities required by the organization.

The recruitment process is carried out by the Malang city health office through several stages, including starting from job analysis, job analysis, qualifications and required requirements. Results from observations with various classifications consisting of competence, experience, support, cooperation in organizations and communication methods between employees. This is a major factor in the recruitment process carried out to ensure the quality of human resources for cooperation in achieving organizational goals.

Recruitment is a way of making human resource management planning decisions regarding the number of employees needed, when needed, and what criteria are needed in an organization. Government. Recruitment is basically an attempt to fill a vacant position or job within an organization or company, for that there are two sources of labor, namely sources from outside (external) the organization and sources from within (internal) of the organization. Employee recruitment is a process or action taken by an organization to obtain additional employees through various stages including identification and evaluation of sources of employment, determining labor requirements, the selection process, placement and orientation of the workforce.

In the management of human resources, there are several aspects that must be considered, including: job analysis, planning preparation, implementation of education, implementation of employee duties, provision of incentives and assessment of work performance. (Widodo, 2015). In improving the quality of human resources, it has a very important role, in its interaction with capital, material, method and machine factors. The complexity that exists can determine the quality of humans and is the most valuable resource [4].

Simultaneously, the quality of human resources (level of knowledge, attitudes towards work and skills) directly and indirectly has a positive and significant effect on the work effectiveness of implementing employees [5-7]

This recruitment process uses the new policy of decentralization and regional staffing that wants to fix existing weaknesses by giving greater full authority to local governments to manage their own civil servants while remaining within the framework of the unitary Republic of Indonesia. The central government establishes norms, standards and procedures regarding the appointment,

transfer, dismissal, stipulation of pension, salaries, benefits, welfare, rights and obligations, as well as legal positions for both regional and central civil servants.

Previously, the recruitment process was under the central authority so that the needs of the local government, in this case the related offices, were not fulfilled or the terms and conditions needed by each agency were not fulfilled, this is the main basis for conducting the recruitment process in their respective regions. So that all the competency needs needed can be adjusted in detail and in detail to the needs of each related agency.

This research will use digitization documents so that all existing data from registration to the acceptance of the employee will have a track record.

2. Literature Review

In Presidential Regulation No.59 of 2012 concerning the National Framework for the Development of the Capacity of Regional Government Article 4 which stipulates: PERATURAN PRESIDEN TENTANG KERANGKA NASIONAL PENGEMBANGAN

KAPASITAS PEMERINTAHAN DAERAH. (Indonesia, 2012) it was explained that the scope of local government capacity building [8] meliputi pengembangan kapasitas kebijakan [9], institutional capacity building [10] and human resource capacity building [11] and economic [12-15]. One of the things that is done is that public services are a series of activities in order to fulfill the need for services in accordance with statutory regulations for every citizen and resident for goods, services or administrative services as defined in Law No. 25 of 2009 concerning Public Services [16]. Because of this, the government was formed, among other things, to promote the general welfare and the intellectual life of the nation. These all require myriad complex and complementary capacities to be built at each level of the health system [17]. This means that the state is obliged to meet the needs of every citizen through a government system that supports the creation of prime public services in order to fulfill the basic needs and civil rights of every citizen for public goods, public services and administrative services. These health services are the use of business practices to achieve a social goal --- in UK health services delivery. Such SE activity has increased in recent years along with the rise in public sector commissioning of health and care services. SE has been identified as an organizational model with the potential to deliver socially and economically sustainable health and social care services [18].

The process of integrating Jamkesda membership into the JKN system has been implemented quite well in accordance with conditions in each region. the existence of a legal basis and the Implementation Guidelines for the Integration of Jamkesda into the JKN system, which can be the correct reference so as to reduce inaccuracies in implementation [19]. Global challenges in the health sector these questions about governance effectiveness have been raised in the wake of a revolution in global health governance over the past ten to fifteen years. This revolution encompassed the creation of radically new regimes, an unprecedented growth in funding for global health, and the growing influence of policymakers, activists, and philanthropists who viewed global health as a foreign policy issue of first--order importance. As a result,

global health has become an essential part in the equation of international relations [20]

3. Materials and Methods

This research uses a qualitative approach. This study aims to describe a model for building the capacity of local governments in the health sector.

The Process of Building the Capacity of Local Governments in Carrying Out Health Affairs in the City of Malang, uses 4 stages:

1. Human resource development
2. Organizational Strengthening
3. Institutional Reform
4. Evaluation of Digital Systems

Development of capacity building in the health sector starts from human resource development as an initial step taken so that the next stages can follow developments, human resource development is carried out for all aspects both policy makers and policy users so that later it can be in line with the work program to be programmed. The next stage is to strengthen this organization so that coordination and cooperation can be established between the existing fields to smoothen the work process, then this institutional reform is done to cut the existing organizational structure which makes it more difficult for the community to be more concise, this is also done by the president of the Republic of Indonesia. The final stage of this capacity development is the implementation of a digital system so that all existing activities can be digitally recorded and can be used at any time.

In this research ethics, Malang Health Office has given permission to researchers to publish the results to be obtained.

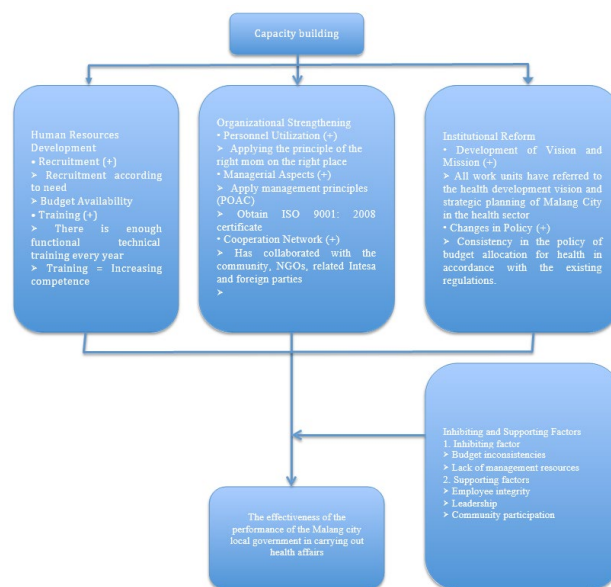


Figure 1. Capacity Development Model

The existence of supporting factors including leadership integrity and community participation have a significant role in encouraging the success of capacity building. The data collection technique used is to use all data components in the education office of Malang city. The way is by conducting direct interviews with all existing policy makers and users. As for the scope of capacity development, there

are three levels of capacity development, including: Individual Level.

This level emphasizes the aspects of individual learning in order to obtain quality human resources through increasing skills, knowledge, attitudes, work ethics and motivation so that they can work better in accordance with their duties and functions to achieve established institutional / organizational goals., Organization Level, At the organizational level, capacity building includes organizational structure, decision---making processes, work procedures and mechanisms, arrangement of facilities and infrastructure, organizational relationships and networks., System Leve. At the system level, capacity building includes a framework related to regulations, as well as policies and basic conditions that support the achievement of certain policy objectivity.

The data processing technique used is to collect all existing data information, then conduct discussions with existing components and then process the results of the discussion using existing data processing applications from Microsof, namely Microsoft Excel.

After the data is obtained, the next step is to analyze the data, namely by providing an interpretation of the processed data combined with several supporting theories to achieve maximum results.

4. Results and Discussions

In the implementation of Capacity Building for Local Government in Organizing Health in Malang City, there are inhibiting factors and supporting factors. Capacity building is carried out based on the aim of improving local government performance. Based on the findings in the field, the main factor that hinders the running of capacity building activities at the Malang City Health Office is inconsistency in budget policies. This can be seen from the small budget allocated for the construction of the minimum limit set by the central and regional governments, which is 10 percent of the regional budget (APBD). This shows the low political will of the local government of Malang City towards health development, so that health development has not been made as the main priority of development in Malang City.

This recommendation strengthens the theory put forward by [22] which states that there is a very strong relationship between capacity building, budget and strong political will in the framework of the development process in the regions. This recommendation at the same time has theoretical implications for the capacity building theory put forward by [23, 24] as it is known in the theory of capacity building that can be implemented optimally in the context of regional development, the capacity building theory model put forward by Grindle should be complemented by aspects of the budget and political area. And the strategy for implementing capacity building, a. Individual level, namely a capacity building strategy, among others, is carried out through training, provision of wages / salaries, regulation of working conditions and environment, as well as an appropriate and transparent recruitment system in order to increase technical and professional personnel. Here, LAN has an important role in developing ASN capacity through training activities. B. Organizational level, namely the institutional level of capacity building strategies that can be carried out through structuring the appropriate government organizational structure through specialization of work

units of government organizations, reforming work mechanisms and methods and work relationships, strengthening and consolidating methods of budget allocation according to the vision, mission and the target of administering governance, providing facilities and facilities according to the stipulated standards, as well as providing standard operating procedures and applying modern science and technology---based working methods. C. System Level namely the level of the capacity building system that can be done is through changes in policies and regulations as well as constitutional reform.

All staffing data in the Southern Department of Malang City will be stored in a digital document that can be accessed anytime, anywhere and in free time. Employment activities will also be digitally recorded starting from the achievements and violations committed by employees, so that in the process of promotion, even though this document salary allowance is a supporting factor as well as an inhibiting factor for employees.

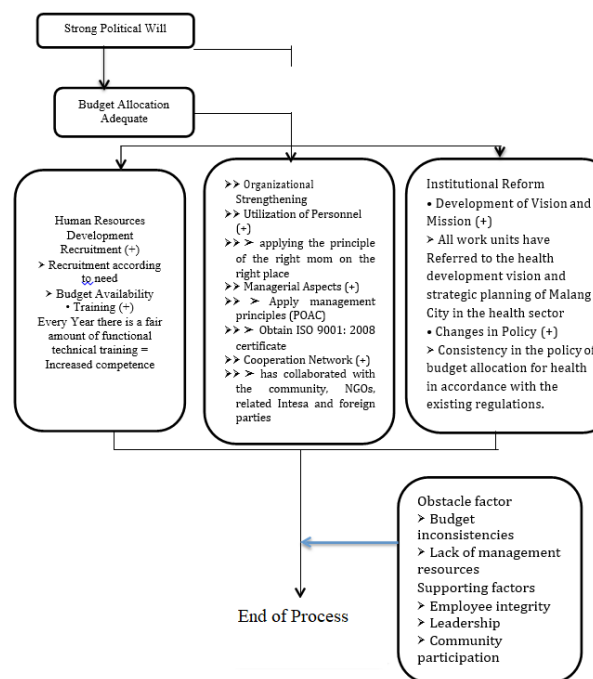


Figure 2. Recommended capacity building model

From the dimension of human resource development, which includes recruitment and training, several theoretical implications can be explained as follows; First, in the recruitment aspect, the regional government does not implement a proper recruitment phase which results in various problems, particularly not meeting the needs of employees both in terms of number and qualifications. Second, the training aspect in an effort to develop human resources in the Malang city health office is more focused on technical training and this short term means reconstructing the saturation training theory [25-28], where in this concept to deepen new knowledge and appropriate skills, especially for middle and high level staff and with a long training period. Capacity building in the context of regional development that is not supported by budget commitments will hinder the success of the capacity building program. In the future, the health system in Malang will be integrated with the BPJS as an effort by the government to facilitate health services. In the capacity development process recommended above, it has been

combined with information technology so that maximum results will be obtained.

5. Conclusions

Capacity Building for Local Government in Organizing Health in Malang City uses 4 structured stages, namely, Human resource development, followed by Organizational Strengthening, and Institutional Reform which is evaluated digitally so that it has a track record.

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