IMPLEMENTATION OF BOARDING TRAINING AS AN EFFORT TO IMPROVE THE CAPABILITIES OF PUBLIC HEALTH SERVICES FOR HEALTH WORKERS AT PUSKESMAS

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ABSTRACT

**Purpose:** The purpose of this research is to improve the ability of public health services through boarding training for health workers at the Mojokerto Health Office.

**Theoretical framework:** The key to the success of public health lies in services designed in the management of health services which involve all health workers who study good public health services with professional knowledge and skills through boarding training with a structured process, authentic activities carefully designed through boarding training design. Thus, the boarding school training method is very suitable for public health services.

**Method/design/approach:** This study uses qualitative methods, and uses a case study research design. Subjects in this study are 10 respondents who came from participants in the training of health workers' dormitories. In this study using in-depth interview instruments, and observation.

**Results and conclusion:** The results of the study show that forming a team of education and training providers as an efficient team work at the Mojokerto Health Office, and how to train competent and empowered health workers.

**Research implications:** With this training, health workers in Mojokerto can provide good public health services at the puskesmas, and increase their professional knowledge and skills that have been obtained during the training.

**Keyword:** Boarding Training, Health Services, Public Health, Management.

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atividades autênticas cuidadosamente concebidas através projeto de treinamento de embarque. Assim, o método de formação internato é muito adequado para os serviços públicos de saúde.

Método/desenho/abordagem: Este estudo usa métodos qualitativos e usa um projeto de pesquisa de estudo de caso. Os sujeitos deste estudo são 10 entrevistados que vieram de participantes no treinamento de dormitórios de trabalhadores de saúde. Neste estudo, usando instrumentos de entrevista em profundidade e observação.

Resultados e conclusão: Os resultados do estudo mostram que formar uma equipe de provedores de educação e treinamento como uma equipe eficiente funciona no Gabinete de Saúde de Mojokerto e como formar profissionais de saúde competentes e capacitados.

Implicações da pesquisa: Com este treinamento, os profissionais de saúde em Mojokerto podem fornecer bons serviços de saúde pública nas puskesmas e aumentar seus conhecimentos e habilidades profissionais que foram obtidos durante o treinamento.


1 INTRODUCTION

Puskesmas is a benchmark as initiation has public health and behavior (Lidya, 2016). The first point of contact for people in the curtailed nature health services (De Paula Araújo et al, 2022). Until now, Puskesmas’ quality of service has often been criticized by the community. Service to Puskesmas continues to be understood as a medical, technical matter where the service concerns only doctors, nurses and other health care workers (Bones et al, 2022). In the meantime from a political and human resource management perspective, not much has been brought to the public for discussion as material for deeper collective reflection. Puskesmas, an administrative agency, carries out management in all processes of application activities, and human resource management is carried out by Puskesmas.

With respect to services at the Puskesmas, boarding training activities in healthcare training enable the effective engagement of healthcare providers across the healthcare continuum, policy makers, patients, families and their caregivers (Miller et al, 2021). This activity to jointly explore and create better value in health integrated policy, training, system design and service delivery. Mariani et al (2022) argues that designing training needs is important, so that the gap between the desired state and the actual state can be predicted from the start. This opinion is similar with Wuntu & Mogea (2022) who defines training as completing the lack of knowledge and increasing the attitude skills of the training participants. In addition, Pabendan (2022) states that health education and training is very important for the development of health workers in obtaining the skills and competencies of health workers. The implementation of training does not only increase general knowledge but also adds special skills that were not previously possessed. Thus the training results can increase their work productivity.

Based on training activities, the results of research by Salas et al (2012) states that training is a suggestion for adding skills and competencies for health workers. These skills are used to carry out daily work tasks. Training is an activity/effort to improve the competence of employees in the field of work. New or old employees are required to attend the training held. The demands of the job profession are getting higher as a result of changes in the work
environment, era, strategy and so on. The results of the research by Frenk et al (2010) stated that training as part of the learning process in order to be able to improve basic skills outside the education system while studying at school. Moreover, the training is carried out with a method that prioritizes practice rather than theory. Based on the results of the research above, it is important that training is organized by institutions at the Health Office. Improving the competence of health workers at the puskesmas is very important. Skills, knowledge and good attitude in patient care are maximized. The results of the implementation of the training are in the form of actions by health workers in treating patients more responsive and efficient.

Reeves et al (2007) also mentions the influence of training results on employee performance. The importance of employees in implementing training results into their performance in the field. For this reason, the training committee must optimize the implementation of the training. The selection of committee members must be carefully prepared. The assignment of committee members is adjusted to their abilities and fields. This means assigning individuals who are capable and experienced. While the guidance meant during the implementation of the training committee can guide participants until maximum results are found.

Titaley et al (2007) stated that the skills of a midwife still need to be improved for various reasons due to the importance of caring for pregnant women. So that the death rate of pregnant women is reduced and the safety of babies is increasing. Government Regulation of the Republic of Indonesia Number 32 of 1996 concerning Health Personnel article 10 paragraph (1) explains that every health worker is required to attend training organized by the relevant agency at least once a year (Indonesia, 1996). The conditions that occur in fact show the opposite, namely that there are still many midwifery health workers who have not received education.

Research from the Ministry of Health of the Republic of Indonesia and the World Health Organization (WHO) in the Provinces of East Kalimantan, North Sumatra, North Sulawesi, West Java and the Special Capital Region (DKI) Jakarta in 2017 found that 70 percent of health workers for the last 3 years, namely until 2020, had not get technical training (Hidayat & Syaifudin, 2017). This is different from the mandate of Law Number 36 of 2014 which explains that the District/City Health Office has the responsibility to reduce maternal and child mortality and increase the high degree of public health (Nurani et al, 2018). Besides that, it can increase and increase the degree of preventive and curative.

Government Regulation Number 32 of 1996 concerning Health Workers article 8 paragraph 1 states that training for health workers is focused on increasing skills and competency skills technically caring for patients and adding skills to public health in hospitals and community health centers. Then article 9 paragraph (1) 1) explains that training is directed at technical skills or mastery of knowledge. Paragraph (2) states that training is held in stages and adjusted to the type of health worker concerned.

Based on the description above, boarding training is very possible to improve the ability of public health services. Thus efforts to improve public health services can be achieved properly. In addition, it is the duty of health workers to provide maximum public health services. They must comply with applicable health laws and regulations. The breakthrough in the form of effective education and training was held in order to create professional competencies. This kind of education and training program aims to maintain the quality of the knowledge, skills and competencies of health workers so that they can acquire the skills needed.

Based on the description above, this study aims to improve the ability of public health services through boarding training for health workers at the Mojokerto Health Office.
2 METHODS

This study uses qualitative methods, and uses a case study research design. Qualitative case studies are research methodologies that help explore phenomena in certain contexts through various data sources, and explore through various lenses to reveal various sides of the phenomenon (Yin, 2003). The research was conducted through 2 stages in data collection, the first was by means of in-depth interviews with the organizers and participants of the health training, observation at the place where the health training took place at the Mojokerto Health Office.

The first stage, in this first stage, we conduct in-depth interviews to influence the way a respondent thinks, feels, or acts. The author can observe the condition of the participants in the training of health workers' dormitories where collected 10 respondents who came from participants in the training of health workers' dormitories. The second stage, in the second stage, the writer makes observations because with this technique the writer can collect data relevantly. The author can observe the interaction conditions of the participants in the training of health workers in the hostel training activities.

3 RESULTS AND DISCUSSION

This health dormitory training was carried out at the Mojokerto Health Office regarding the quality of public health service delivery. The type of training that has been carried out is about boarding training activities to improve public health services for health workers at PUSKESMAS. From the results of in-depth interviews and observations, the following research results were obtained:

Adequate facilities and infrastructure. Health workers understand their duties and responsibilities and have met the standards. The appearance of the health workers is good. The results of the hostel training are quite satisfactory. This can be seen from the following interview results:

"Dormitory training activities help in the main function of health services to be even better." (Subject 2, Subject 3, Subject 6)

"Describe and analyze how to train health workers who are capable and efficient at the Health Service Mojokerto."

"The infrastructure is very good and meets the standards accreditation, laboratories are used". (Subject 2, Subject 3, Subject 4)

In general, it's good, it's according to procedures, it already has national standards, the curriculum is used nationally. Most of the facilitators are capable. It's been pretty good, it’s been on time. The boarding school training program is good, the results are in accordance with the objectives to be achieved, it is quite good, because it is considered according to the objectives of the activity, it is on time. The results were well received by the participants - the average ability of the health workers was quite good, the ability of the trainer or teacher was quite good and the participants could understand all the material presented. This can be seen from the following interview results:

"The output is yes, it already has national standards, the curriculum is also the same used nationally. The suggestion is that the existing modules are necessary replaced by a new year. (Subject 1)

"Describing and analyzing how to form a team of education and training organizers as a work team has been efficient at the Mojokerto Health Office." (Subject 1, Subject 5, Subject 7, Subject 9)
Communication is good and polite. The trainer listens to input from the participants. Enough empathy, polite coach. The trainer listens to the complaints of the participants and responds well. Attention and courtesy are good. Communication is good, coaches are friendly and polite. This can be seen from the following interview results:

"The solution is to have a suggestion or complaint box at PUSKESMAS, later it can be used to evaluate the bago of the organizers boarding training" (Subject 6)
"The trainers are good, all polite" (Subject 2, Subject 3, Subject 4)
"There was a question, and there was a good response from the coach" (Subject 6, Subject 8, Subject 10)

From the results of in-depth interviews and observations, it can be seen that boarding training activities are an important aspect in improving the ability of public health services for health workers at PUSKESMAS. Lahdji et al (2017) states that there is a relationship between tangibles and patient satisfaction. Physical evidence or direct evidence is the availability of facilities and infrastructure including ready-to-use tools and the pleasant appearance of employees or staff.

In organizing boarding training by Mojokerto Health Office 2020, Reliability is an ability to provide promised services accurately and reliably (Hendryanto, 2014). Performance must match customer expectations, which means timeliness, the same service for all customers and without errors. Furthermore, implementation of quality training according to Supriyono (2018) is important because in essence, training has the aim of increasing the knowledge, skills, attitudes of trainees considering the important function of training, then training built by a training institution must pay attention to the quality of the training components including the reliability of the instructor or trainers in providing training. Provision of quality training according to Supriyono (2018) is important because in essence, training has the objective of increasing the knowledge, skills, and attitudes of the trainees. Given the important function of training, training developed by a training institution must pay attention to the quality of the training components, including the reliability of the instructor or inside coach provide training.

In the Implementation of boarding school education and training by the Mojokerto Health Office, responsiveness in is a policy to assist and provide fast (responsive) and appropriate services to customers, by delivering clear information (Wijoyo et al, 2022). An organization is very aware of the importance of responsiveness for the services provided. Everyone who receives services really needs an explanation of the services provided so that the services are clear and understandable. In realizing and realizing this, responsiveness service quality has a role important for the fulfillment of various explanations in service activities to the community. The results of this study are in line with Harvey (1998) which states that responsiveness is a policy to help and provide fast service to customers, letting customers wait for no apparent reason causes a negative perception of service quality.

4 CONCLUSION

The implementation of boarding education and training as an effort to improve public health services for health workers at Puskesmas is very influential in health services because without boarding training, there is no good service such as infrastructure, skills, responsiveness, and team work. Therefore, boarding training is able to improve public health services mainly professional, infrastructure, skills, responsiveness, and team work. With this training, health workers in Mojokerto can provide good public health services at the puskesmas, and increase their professional knowledge and skills that have been obtained during the training.
REFERENCES


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