

## The interaction model between street-level bureaucrats and the public in health service provision at puskesmas / Abdul Mahsyar

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### Abstrak

Abstract. This research aims at studying and explaining forms of coping behaviors and public respond to coping behaviors as shown by health service officers at street-level bureaucrats in Puskesmas (Public Health Center). The research was conducted in six Public Health Centers in Makassar, employing qualitative approach and naturalistic method. The data were gained from informants, i.e. Puskesmas officers and public patients visiting the Puskesmas as the primary data source, and the secondary data were gathered from documents available in the concerned institutions. Research data were collected through in-depth interviews, direct and participative observations. The research data were then analyzed qualitatively through data reduction, data presentation, deduction and data verification. The results of the research show variety of interactive models as a form of coping behaviors performed by bureaucrats in providing health service, namely the behavior of limiting services, rationing services, giving special treatment, ignoring, and prioritizing. The performed coping behaviors benefit the officers since their obligations were accomplished, though at minimum level. Public responds to coping behaviors quite vary but in general shows positive responds.

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Abstrak. Penelitian bertujuan mengetahui dan menjelaskan bentuk-bentuk coping behaviors dan respon warga terhadap coping behaviors yang ditampilkan petugas pelayanan kesehatan pada tataran street-level bureaucrats di Puskesmas. Penelitian dilaksanakan pada enam Puskesmas di Kota Makassar menggunakan pendekatan kualitatif dengan metode naturalistik, sumber data diperoleh dari informan petugas layanan kesehatan dan warga masyarakat yang berkunjung ke Puskesmas sebagai sumber data primer, dan sumber data sekunder diperoleh dari dokumen yang tersedia pada instansi terkait. Data penelitian diperoleh melalui wawancara mendalam, observasi langsung dan partisipatif. Data penelitian dianalisis secara kualitatif melalui tahapan reduksi data, penyajian data, pengambilan kesimpulan dan verifikasi data. Hasil penelitian menunjukkan keragaman model interaksi yang merupakan bentuk coping behaviors yang ditampilkan oleh birokrat dalam memberikan pelayanan kesehatan yaitu bentuk perilaku membatasi layanan, menjatah layanan, memberi perlakuan khusus, mengabaikan, dan perilaku memberi prioritas. Coping behaviors yang dilakukan memberi keuntungan bagi petugas karena tujuan pekerjaannya tercapai secara minimal, dan respon warga terhadap coping behaviors cukup beragam tetapi pada umumnya memberi respon positif.