

Hubungan Faktor Implementasi Inovasi dan Pemanfaatan Teknologi Informasi Bidang Kesehatan terhadap Kualitas Layanan Masa Pandemi COVID-19 di Puskesmas Provinsi DKI Jakarta Periode Tahun 2020-2021 = The Relationship between The Factors of Implementing Innovation and Information Technology Utilization in the Health Sector on The Quality of Services at the DKI Jakarta Provincial Health Center during the COVID-19 Pandemic for the year 2020-2021

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Abstrak

Provinsi DKI Jakarta memiliki berbagai isu kesehatan, salah satunya yaitu Triple Burden Disease, dimana Penyakit Menular (PM) masih tinggi, kemudian adanya peningkatan Penyakit Tidak Menular (PTM), ditambah dengan adanya Penyakit Infeksi Emerging (PIE)/ Re-Emerging dan/atau New Emerging. Kementerian Kesehatan RI menyatakan bahwa PIE mendapat perhatian khusus karena dampaknya yang cukup serius baik dari sisi kesehatan maupun sosial ekonomi, terlebih di era digital dan globalisasi saat ini. Seiring dengan perkembangan situasi dan kondisi pandemi, maka ditetapkan Status Tanggap Darurat Bencana Wabah COVID-19 di Provinsi DKI Jakarta Tahun 2020 memerlukan inovasi dalam peningkatan kualitas pelayanan publik dan peningkatan capaian kinerja dari setiap SKPD/UKPD. DKI Jakarta terbukti telah menerima banyak penghargaan salah satunya dinobatkannya sebagai Provinsi Terinovatif pada Tahun 2020, namun inovasi bidang Kesehatan yang masuk dalam Top 99 Inovasi Pelayanan Publik hanya sebesar 2%. Oleh karena itu, diperlukan analisis mendalam terkait implementasi inovasi bidang kesehatan terhadap kualitas layanan di masa pandemi COVID-19. Jenis penelitian ini yaitu mix method dengan menggunakan metode gabungan kuantitatif dan kualitatif secara bersamaan dengan tipe kombinasi Sequential Explanatory. Variabel independent meliputi kepemimpinan, budaya inovasi, pelatihan sumber daya, saluran komunikasi, jaringan dan kemitraan, penghargaan, kompleksitas dan keuntungan relatif, persepsi kegunaan, dan kemudahan penggunaan, serta variabel dependen yang terdiri dari aspek kualitas dengan pendekatan struktur, proses, dan output. Penelitian dilakukan di Puskesmas dalam Naungan Dinas Kesehatan Provinsi DKI Jakarta pada bulan Mei-Juni 2021. Lokasi Penelitian di Puskesmas dalam Wilayah 5 Kota di Provinsi DKI Jakarta. Analisis data yaitu menggunakan analisis univariat, bivariat (Chi Square), dan multivariat dengan regresi logistik. Hasil penelitian didapatkan kualitas layanan kesehatan masa pandemi sudah cukup baik yaitu sebesar 71,8%. Hasil analisis didapatkan adanya hubungan antara faktor implementasi inovasi dan pemanfaatan teknologi informasi bidang kesehatan terhadap kualitas layanan masa pandemi COVID-19 di Puskesmas Provinsi DKI Jakarta Periode Tahun 2020-2021 yaitu pada variabel kepemimpinan, budaya inovasi, jaringan dan kemitraan, serta penghargaan. Adapun variabel yang paling dominan adalah kepemimpinan yang berinteraksi dengan variabel penghargaan yaitu dengan nilai OR=7,64.

.....DKI Jakarta Province has several health challenges, one of which is Triple Burden Disease, in which Communicable Diseases (CD) remind high, then Non Communicable Diseases (NCD) are increasing, besides Emerging Infectious Diseases (EID)/ Re-Emerging and/ or New Emerging. According to the Republic of the Indonesia Ministry of Health, EID's got special attention due to its serious impact on health and socio-economics, particularly in the current digital era and globalization. Along the development of the

situation and conditions of the pandemic, the Emergency Response Status for the COVID-19 Outbreak of the DKI Jakarta Province in 2020 requires innovation in improving the quality of public services and health care. DKI Jakarta Province has received many awards, one of which is the most innovative province. However, innovations in the health sector that are include in the top of 99 public service innovations are only 2%. Therefore, an in-depth analysis is needed regarding innovations in the health sector on the quality of services during the COVID-19 Pandemic. This type of research is mix method by using a combination type Sequential Explanatory. The independent variables include leadership, innovation culture, resource training, communication channels, networks and partnerships, rewards, complexity and relative advantage, perceived usefulness, and perceive ease of use, as well as the dependent variable consisting of aspects of quality with a structure, process, and output approach. The research was conducted at Community Health Center and DKI Jakarta Health Office in Mei-June 2021. The research locations in The Community Health Center in 5 Regencies at DKI Jakarta Province. Data analysis used univariate, bivariate (Chi Square) and multivariate with logistic regression. The result showed that the quality of health services during the pandemic was quite good about 71,8%. The results of the analysis found that there was a relationship between the factors of implementating innovation and the utilization of information technology in the health sector on the quality of services during the COVID-19 pandemic at the DKI Jakarta Provincial Health Center for the 2020-2021 Period are leadership, innovation culture, network and partnership, and reward. The most dominant variable is leadership which is interact with reward with OR value 7,64.