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PEMINATAN ADMINISTRASI KEBIJAKAN
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ABSTRAK

NENG MILAH NURFADILAH

**EFEKTIVITAS PELAYANAN *ELECTRONIC* PUSKESMAS (E-PUSKESMAS)
DI PUSKESMAS MANONJAYA KABUPATEN TASIKMALAYA**

Penerapan teknologi informasi dalam pelayanan kesehatan memiliki dampak signifikan terhadap kualitas dan efisiensi layanan. Penelitian ini bertujuan untuk menganalisis efektivitas pelayanan e-Puskesmas di Puskesmas Manonjaya, menggunakan teori Sutrisno (2007) yang mencakup lima indikator: pemahaman program, ketepatan sasaran, ketepatan waktu, tercapainya tujuan, dan perubahan nyata. Metode yang digunakan adalah pendekatan kualitatif deskriptif dengan pengumpulan data melalui observasi, wawancara, dan dokumentasi. Informan penelitian terdiri dari 2 informan kunci, 6 informan utama, dan 1 informan tambahan. Hasil penelitian menunjukkan bahwa sosialisasi program telah berjalan dengan baik, memberikan pemahaman kepada petugas kesehatan mengenai peran e-Puskesmas. Namun, keterbatasan dalam pelatihan mengakibatkan keterampilan teknis petugas belum merata. Dari segi ketepatan sasaran, sistem ini memungkinkan penginputan data yang akurat dan efisien, meskipun ada kendala dalam sarana dan prasarana, pelaporan SP3, dan jaringan. Dalam hal ketepatan waktu, e-Puskesmas mempercepat proses administrasi dan pengelolaan data, tetapi masih mengalami gangguan teknis jaringan. Implementasi e-Puskesmas berhasil meningkatkan kualitas layanan dan efisiensi kerja, serta akurasi data. Perubahan nyata terlihat dalam pengurangan waktu kerja administratif dan pengelolaan data yang lebih sistematis. Namun, masih terdapat hambatan seperti keterbatasan pelatihan petugas, sarana prasarana yang tidak memadai, dan kebutuhan anggaran yang tinggi. Oleh karena itu, disarankan untuk melakukan perbaikan melalui pelatihan berkelanjutan dan peningkatan infrastruktur guna meningkatkan efektivitas penerapan e-Puskesmas di Puskesmas Manonjaya.

Kata kunci: Efektivitas Pelayanan, e-Puskesmas, Implementasi Sistem Informasi

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ABSTRACT

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***EFFETIVENESS OF ELECTRONIC PUSKESMAS SERVICES (E-PUSKESMAS)
AT MANONJAYA PUSKESMAS IN TASIKMALAYA DISTRICT***

The application of information technology in health services has a significant impact on the quality and efficiency of services. This study aims to analyze the effectiveness of e-Puskesmas services at Manonjaya Health Center, using Sutrisno's (2007) theory which includes five indicators: program understanding, target accuracy, timeliness, goal achievement, and real change. The method used is a descriptive qualitative approach with data collection through observation, interviews, and documentation. The research informants consisted of 2 key informants, 6 main informants, and 1 additional informant. The results showed that the socialisation of the program has gone well, providing health workers with an understanding of the role of e-Puskesmas. However, limitations in training have resulted in uneven technical skills of officers. In terms of targeting accuracy, the system enables accurate and efficient data entry, although there are constraints in facilities and infrastructure, SP3 reporting, and network. In terms of timeliness, e-Puskesmas accelerates administrative processes and data management, but still experiences technical network disruptions. The implementation of e-Puskesmas has successfully improved service quality and work efficiency, as well as data accuracy. Tangible changes are seen in the reduction of administrative work time and more systematic data management. However, there are still obstacles such as limited officer training, inadequate infrastructure, and high budget requirements. Therefore, it is recommended to make improvements through continuous training and infrastructure upgrades to increase the effectiveness of e-Puskesmas implementation at Manonjaya Health Center.

Keywords: Service Effectiveness, e-Puskesmas, Information System Implementation