

# Basic Implementation of Maternal-Child Health Care in Makassar

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## Abstract

This study aims at analyzing the effect of transparency, accountability and the impact of health policy implementation, either partially or jointly to the satisfaction for the mother and child within the community receive basic health services in Makassar. The research location was in Makassar Health Office. This study used a quantitative approach through surveys. The study population was the people who used the service drawn at random sampling purposive community as much as 406 people. The instrument used was a questionnaire sheet and observation sheets. The results show that the variable service transparency, accountability, service, and the impact of policy implementation of primary health maternal and child together positive and significant impact on people's satisfaction that have received basic health care of mothers and children in Makassar, which is marked as 81.10 percent, including both categories.

**Keywords:** service transparency, accountability services, the impact of policy implementation basic maternal and child health, public satisfaction.

## 1. Background

Referring to the Regional Regulation No. 7 Makassar 2009 on health services in Makassar, primary health care programs Makassar Health Agency unit includes 8 items work program, namely: (1) inpatient service of nataly and general inpatient, (2) Doctor's checks, treatment and health consultation (3) laboratory services, (4) Basic medical action, including: general medical, basic dental and oral medical, (5) Basic services, maternal and child health (MCH) and family planning, (6) doctor's certificate, (7) a sick note, and (8) a death certificate. Basic service component of maternal and child health (MCH) and family planning, effect on the health of society through indicator percentage of households living clean and healthy behavior, as well as the percentage of Integrated Service Post. Support health behavior is the behavior of households who apply to live clean and healthy. Maternal and Child Health (MCH) consists of: a. delivery assistance, b. prenatal care, and c. Tablet granting Fe.

The data obtained in Makassar City Health Department showed that the number of births was 31 816 maternal, while the number attended by health personnel is 78.6 percent, which is about 25 006 births. Based on the percentage of coverage of aid parturition by health workers are still far from the target is expected to reach 90 percent. This study also is supported by citizens in obtaining health services distributed to the population of Makassar in 2011 as many as 1,253,656 people.

## 2. Problem Statement

How are the influences of transparency, accountability, and the impact of policy implementation in basic health services for maternal and child health toward public satisfaction Makassar?.

## 3. Review of Literature

### 3.1 Implementation of Public Policies

Meter and Horn (1975), state that the implementation of the policy is actions performed by individuals or officials or government groups or private directed at achieving the goals outlined in the policy decision. In addition, Edward III (1980) states that the implementation of the policy is; "is tlte stage of policy making between the establishments of a Policy"

By Edward III.

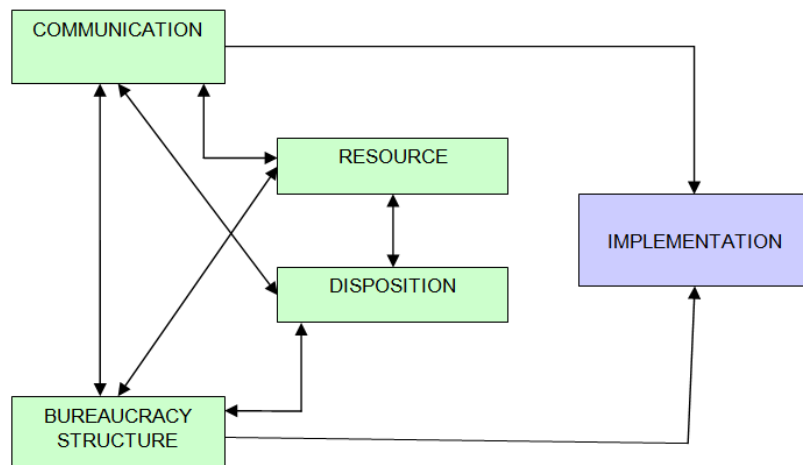


Figure 1. Model of policy implementation “Implementation of public policy”

### 3.2 Transparency of Services

Kim (2007) divides transparency into four elements, namely: (1) clarity, (2) accessibility, (3) integration, and (4) logic / rationality. Policies should be understandable, and the target must be clear, credible, reasonable, the award of sanctions and build public trust in government. Martin (in Krina, 2003) states that the transparency indicators providing clear information is: (1) procedures, (2) costs, and (3) responsibility. There are needed to access information, compiling a complaint mechanism if there are rules that have been violated or request to pay a bribe. Transparency refers to the availability of information to the general public and clarity about the rules, laws and government decisions. The indicators are: (1) access to accurate and timely information on health policy. The data obtained should be free and readily available, and (2) the rules and procedures are simple, straightforward and easy to apply to reduce the differences in interpretation (Asian Development Bank, 1999).

### 3.3 Public Accountability

Chadler dan Piano (1982) define that Accountability refers to the institution of checks and balances in an administrative system. Accountability according to the learner's advance Oxford dictionary (2000), defined as required or expected to give an explanation for one's action. Accountability is required or expected to provide an explanation for what has been done by the bureaucracy. Darwin (1997) says that accountability is a concept related to external standards, which determine the truth of an action by a public bureaucracy.

### 3.4 Community Satisfaction

Kotler (2002) provides a definition of customer satisfaction as a person's feelings of pleasure or disappointment that comes from the comparison between the impression of the performance (or outcome) of a product and its expectations. Berry, Zeithml, and Parasuraman (Lovelock, 1992:224) argues that the principle of identification of the dimensions used by customers to assess institutional service providers, namely: (1) Tangibles, (2) Reliability, (3) Responsiveness, (4) Assurance, and (5) Empathy.

## 4. Conceptual Framework

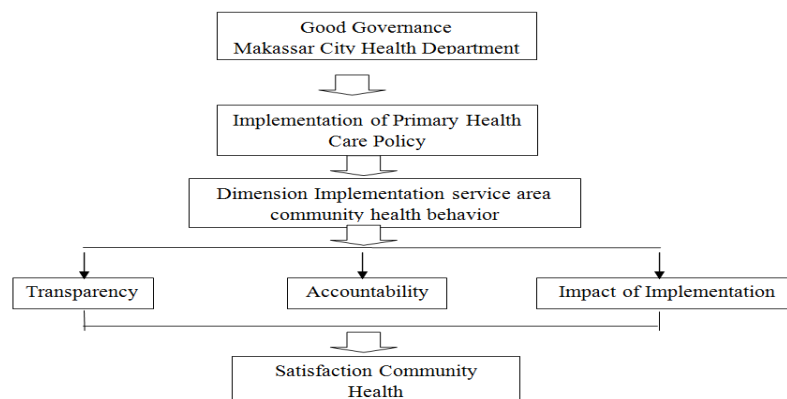


Figure 2. Conceptual Framework

## 5. Research Hypothesis

There is a positive and significant effect either partially or jointly between transparency, accountability and the impact of the implementation of the primary health care of mothers and children in the city of Makassar.

## 6. Methods

Research sites in Makassar City Health Office. This research was quantitative research with a survey approach. Samples were taken 5 percent of the total population of 8,117 people, survey respondents as many as 406 people. The following research design.

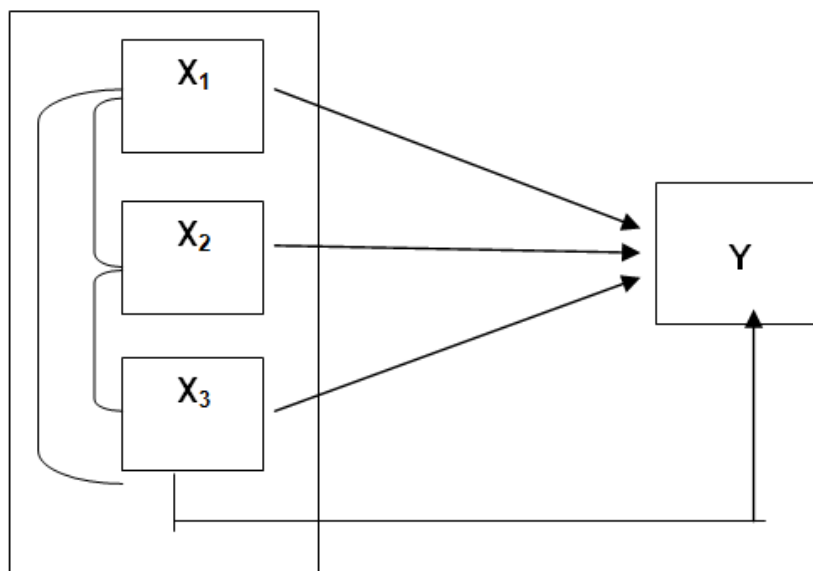


Figure 3. Relationship between the study variables

Inferential statistical analysis is used to test the research hypothesis. Testing hypotheses regression formula is:  
$$\hat{Y} = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon \quad (\text{Sugiyono, 2007})$$

## 7. Results And Discussion

It is known that the value of the constant  $\beta_0 = 20,289$  and multiple regression coefficient  $\beta_1 = 0,308$ ,  $\beta_2 = 0,271$  and  $\beta_3 = 0,293$  showed that the effect of transparency service (X1), accountability of service (X2) and the impact of health policy implementation (X3), to the satisfaction of the people receiving services in maternal and child health foundation in the city of Makassar (Y) can be described by the regression equation:

$$\hat{Y} = 20,289 + 0,308 X_1 + 0,271 X_2 + 0,293 X_3$$

Retrieved calculated F value of 574.719, while the F table with  $n = 406$ ,  $dk = 3$ ,  $\alpha = 0,05$  obtained a value of 6.71. This shows that the calculated F is greater than F table or  $574,719 > 6,71$  which reinforced the value of the probability ( $p$ ) = 0,000 which is smaller than the level of 95 percent or  $\alpha = 0,05$ . It means that the regression equation Y on X1, X2 and X3 are significant so it can be used to perform interpretation, prediction or inference. Simple regression analysis between service transparency score (X1), accountability of service (X2) and the impact of health policy implementation (X3), to the satisfaction of the people receiving services in maternal and child health foundation in the city of Makassar (Y) support by the coefficient of determination of  $R^2$  at = 0.811 percent. This figure shows that the transparency of service (X1), accountability of service (X2) and the impact of health policy implementation (X3), could explain about 81.10 percent of the variation in satisfaction of the community receive basic health care of mothers and children in the city of Makassar (Y).

## 8. Conclusion

Variable service transparency, accountability, service, and the impact of policy implementation of primary health maternal and child together positive and significant impact on people's satisfaction that have received basic health care of mothers and children in the city of Makassar, which is marked as 81.10 percent, including categories good.

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