

The Influence of Community Participation on the Sustainability of Public Health Service Innovation in Makassar City

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ABSTRACT

Public service innovation can be developed if there is synergy between the government, institutions as innovators, and the community. The purpose of this study was to measure the influence of community participation on the sustainability of public health service innovation programs in Makassar City. This type of quantitative research with data collection methods was carried out by distributing questionnaires and documentation, and data analysis using SPSS 21. The results of the significance test (t-test) showed that there was a probability value of 0.000 d° 0.05. This value can prove that community participation has a positive and significant effect on the sustainability of innovation. Simultaneous testing (F) obtained an F count of 908,705 and a probability of 0.000. Because $\text{sig } 0.000 < 0.05$, it can be concluded that the community participation variable affects the sustainability of innovation. While the magnitude of the coefficient of determination (adjusted R^2) = 0.695, meaning that the community participation variable affects the innovation sustainability variable by 69.5%, the remaining 30.5% is influenced by other variables not included in this research model.

Keywords: Public Service Innovation; Health Services; Society Participation

ABSTRAK

Inovasi pelayanan publik dapat dikembangkan jika terdapat sinergi antara pemerintah, lembaga selaku inovator dan masyarakat. Tujuan penelitian ini adalah untuk mengukur besarnya pengaruh partisipasi masyarakat pada keberlanjutan program inovasi pelayanan kesehatan publik di Kota Makassar. Jenis penelitian kuantitatif dengan metode pengumpulan data dilakukan dengan penyebaran kuesioner dan dokumentasi, analisis data menggunakan SPSS 21. Hasil pengujian signifikansi (uji t) menunjukkan bahwa terdapat nilai probabilitas sebesar 0.000 d° 0,05. Nilai tersebut dapat membuktikan bahwa partisipasi masyarakat berpengaruh positif dan signifikan terhadap keberlanjutan inovasi. Pengujian simultan (F) diperoleh F hitung sebesar 908.705 dan probabilitas sebesar 0,000. Karena $\text{sig } 0,000 < 0,05$, sehingga dapat disimpulkan bahwa variabel partisipasi masyarakat berpengaruh terhadap keberlanjutan inovasi. Sedangkan besarnya koefisien determinasi (adjusted R^2) = 0,695, artinya variabel partisipasi masyarakat mempengaruhi variabel keberlanjutan inovasi sebesar 69,5% sisanya sebesar 30,5%

dipengaruhi oleh variabel lain yang tidak dimasukkan dalam model penelitian ini.

Kata Kunci : Inovasi Pelayanan Publik; Pelayanan Kesehatan; Partisipasi Masyarakat.

INTRODUCTION

The Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 30 of 2014 concerning Guidelines for Public Service Innovation, encourages every Ministry/Institution and Regional Government to continue to create innovations, at least one innovation every year. The movement to create innovation is part of an effort to accelerate the improvement of the quality of public services because of the increasingly biased differences between public organizations and private organizations so that public organizations, in this case including The Regional Apparatus Organizations, are expected to have good performance in running public services.

There has been a growth in innovations registered to Sinovik to be included in the Public Service Innovation Competition, namely from 2018 which only amounted to 2,824 increased in 2022 to 3,478 innovations. The thousands of innovations created, in the Public Service Innovation Competition (KIPP) several of the best innovations will be selected throughout Indonesia and the City of Makassar is one of the city governments that has won the KIPP award four times, including in 2020 receiving the award as the Most Innovative City or Innovative Government Award (IGA) from the Ministry of Home Affairs. The performance of all Makassar City Regional Apparatus Organizations in creating innovations is quite encouraging because every year the implementation of the Public Service Innovation Competition Makassar City always succeeds in proposing hundreds of innovations but from the South Sulawesi Ombudsman audit report, in 2021 South Sulawesi Province is ranked 24th, which means that it is included in the “yellow zone” category of all Indonesian provinces, for the assessment of compli-

ance with public service standards. Non-compliance with public service standards have a direct impact on the low quality of public services, with this fact it can be assumed that the impact of the presence of hundreds of public service innovations in the City of Makassar that were created has not resulted in an improvement in the quality of public services. The results of the study found a regression coefficient of 0.396 (positive) and a probability value (p) of 0.000 for testing hypothesis 1 (quality of service on user satisfaction). The p-value which shows <0.05 means it is significant at the 5% level. The results of these calculations indicate that service quality has a positive and significant effect on user satisfaction ([Rusdiyanto & Suranti, 2021](#)). Thus, the government needs to carry out the development of public service programs on an ongoing basis.

The dynamics of problems in innovation generally fall into the realm of politics and the economy lies with the government ([Shaikin, Nefas, Valieva, Kopylova, & Iskakova, 2022](#)). Along with the times, people are demands for improving the quality of public services are getting higher ([Samsudin, 2021](#)), while the bureaucracy has limitations in innovation ([Rulinawaty, Darajat, & Sudrajat, 2022](#)). In developing countries, innovative strategies have been proven to be able to advance the economy and be sustainable, for this reason, the innovation movement deserves major attention ([Hajighasemi, Oghazi, Aliyari, & Pashkevich, 2022](#)).

The gap between the euphoria of regional apparatus organizations in the process of creating several public service innovation programs and data on compliance with public service standards, it is very important to measure the contribution of community participation to the implementation of several public service innovations in Makassar City. From the results of previous research, it is known that risk governance management is important in implementing public innovation in a meaningful and sustainable manner ([Adywarman, 2021](#)).

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Agency, regarding service quality, is known that the service is fast, efficient, and flexible in terms of service time, can be adjusted to previous services, and following information technology developments. But at the innovation level, this licensing package program has not had a good impact on the organization but is sufficient to provide changes in service techniques to the community ([Gumiwang, Akbar, & Handriyan, 2020](#)).

Innovation governance contributes to better innovation management in the government public service sector. On the other hand, innovation governance can be implemented by analyzing institutional factors as executors, policy actors as decision-makers, and community participation as recipients of government service innovations ([Andhika, 2018](#)).

Public service innovation can be developed if there is synergy between the government, institutions as innovators, and the community. However, these previous studies and several other studies traced by researchers have not analyzed the extent to which the contribution of community participation is the main pillar so that the innovative programs being implemented by innovators can be sustainable or continue to exist as a forum for quality services.

LITERATURE REVIEW

Innovation is an effort to achieve a new stated goal and will usually include a series of activities to discover new ideas which are manifested in new products and processes and then distributed to parties who need them ([Greene et al., 2023](#)). Innovation is needed in the implementation of public services to implement new methods or methods that are different from the previous ones ([Herawati, 2022](#)). The public sector in carrying out innovation is more concerned with the magnitude of benefits for society rather than advantages in competition ([de Vries, 2022](#)). This is influenced by the social and economic development of the organization ([Wahyuni & Septiandika, 2022](#)). Public sector innovation is closely related to developments in

technology, information, and communication, in this case in the form of e-government ([Turahmawati & Suryani, 2022](#)). There are many forms and types of innovation, but innovation always begins with creativity so there will be no innovation if there is no creativity ([Romli, 2020](#)). Innovative creative ideas will ultimately be able to provide solutions to problems that have not previously been thought of because creativity encourages someone to think from a different perspective by using imagination, thinking out of the box, and ultimately finding a new method or process that is better and more effective bring benefits to all parties.

Innovation will always be connected to aspects of creativity. Innovation is born from creativity through new ideas, new problem solving and changing mindsets within a person. so that in this domain, it can be stated that the basis that determines the emergence of innovation is creativity. Creativity is the power to produce new and original ideas which then become part of the direction of creating innovation. Without creativity, it will hinder the birth of spectacular innovations that change the existing order. A person with creativity will motivate themselves to optimize their intellectual potential in new discoveries which are expected to be able to design problem-solving innovations that have never been done before. Innovation based on creativity can occur in all areas of life, for example in the fields of education, social, technology, art, public services and so on.

The process of creating innovation is also influenced by leadership support and the comfort level of the workplace, so it is very important for leaders to be able to learn and understand the concept of innovative leadership to encourage employees to be more creative in innovating. This is very important because innovation does not belong to an individual, innovation must be designed together and jointly monitoring and evaluating the implementation of the innovation is carried out. Because the perfection of public service innovation will be in line with the process by which the innovation is used by the community, and to make this happen requires the commitment of all

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parties as the innovation implementation team and collaborative support from partners. In this context, it is best before the innovation is tested, it is important to make an agreement with supporting partners, the community and especially also the commitment of the implementing team as the service provider.

The existence of innovation is very helpful in improving the quality of public services, because in general innovation involves the use of technology to facilitate the delivery of public services and has resulted in increased efficiency and increased effectiveness in the implementation of services ([Zaki, Zulkarnain, Jeddawi, Wasistiono, & Lukman, 2022](#)). Several innovations currently involve information and communication technology and this makes the accessibility of public services easier for the community. The use of ICT in innovation has opened space for public discussion between the government and society so that opportunities for collaboration are wide open. Digitalization in public services has encouraged increased aspects of government transparency and accountability in the delivery of public services, thereby indirectly strengthening community participation in decision making ([Yulanda & Adnan, 2023](#)). Where the research results show that the innovation process will run well if it is supported by several factors, including the availability of information and data, open communication, division support, commitment from leadership elements, benefits ([Pratama, 2018](#)).

The community as service users has the right to determine the desired quality of service so that service providers are obliged to encourage increased community participation because with community support it makes it easier to achieve government goals in community welfare and is a manifestation of the community's trust in the government.

Community participation is an important element in the development process being carried out by the government. There are four aspects that make community participation the key to successful development, namely: 1) as a right that must be recognized and respected, 2) as collective action from groups, 3) as an

inseparable part of the development administration process at the operational level, 5) as an indicator of progress in sustainable community development ([Andhika, 2018](#)). The government is required to open and at the same time facilitate community involvement in the delivery of public services if it wants optimal service quality ([Wardhani, D.K dan Sad, 2016](#)).

Community participation in the field of health services is considered quite important because the level of community participation is also a benchmark for the level of public awareness of the importance of maintaining health. But also, that community participation is not an easy thing to do, there are a few challenges faced in making it happen, including: weak access and information, low awareness of the community to be involved in government programs, as well as differences in viewpoints and the influence of elements of community interest ([Riyanto & Kovalenko, 2023](#)). In the aspect of human resource management it can also be the cause of failure in implementing health service innovation, for example the management team only decides on policies related to service quality without involving the community around the health service work location, resulting in the innovation being created not accommodating community needs, another thing is also Sometimes there are implementing officers who are less competent in various aspects, for example weak in using technology, unable to interpret the aims and objectives of the innovation that has been created so they are unable to adapt well to the new framework, weak in providing creativity, especially in generating creative ideas. , inability to collaborate with various parties so that the quality of service does not develop.

Innovations in the field of health services that failed to be implemented were caused by several things, including misunderstandings in the meaning of service guidelines that had been created, giving rise to multiple interpretations of the level of service quality that was ultimately implemented ([Rangachari, 2018](#)). Another contributing factor is that the health implementation team experiences obstacles in implementing digital-based health

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services, which is sometimes caused by budget limitations and weaknesses in the field team's competency in implementing the same system in other areas of work ([Panchbudhe, Pund, Jha, & Bankar, 2021](#)). Involving the community in health services indirectly supports community independence in improving their own health and welfare and ultimately also has a positive impact on sustainable community development.

Considering the importance of community participation in public services, especially in health service innovation, this research will measure the level of community participation with the hypothesis: H_1 : there is an influence of community participation on the sustainability of the public service innovation program that is being implemented in Makassar City.

RESEARCH METHOD

The implementation of this research will take place in Makassar City. The choice of location for this research is considered appropriate because Makassar City is the first city government in South Sulawesi where one of its regional apparatuses organizations (Makassar City Health Office) won the first award in South Sulawesi Province in the Public Service Innovation Competition in 2016 and 2017 for home care and healthy alley innovation.

This type of research is quantitative with the type of case study research. The research focuses on measuring the level of community participation in the sustainability of public service innovation. H_1 = there is an influence of community participation on the sustainability of the public service innovation program that is being implemented in Makassar City. The population of this study is all the people of Makassar City and some employees in regional apparatus organizations as innovators, with a sampling technique that is purposive sampling. This technique was chosen to ensure the accuracy of the data and information obtained during the research.

Data collection was carried out by distributing questionnaires to the research sample. This questionnaire will be distributed with two main objectives in data collection, namely the first questionnaire is to obtain personal data from respondents and the second questionnaire contains some questions related to the research focus. Questionnaires will be given to the public as users of public service innovations and to employees as innovators. Many secondary data were collected from annual reports of regional apparatus organizations and journal articles.

Data analysis in this study used regression analysis (SPSS Version 21). The regression model is a formal description illustrating the two main elements in a statistical relationship ([Basuki & Prawoto, 2017](#)). SPSS Version 21 is a version of the Statistical Package for the Social Science software which is used to analyze statistical data, which in this research is used to analyze data obtained from questionnaires, where with SPSS version 21 the data will be analyzed using univariate analysis techniques, bivariate analysis, multivariate analysis, regression, and others. And specifically in this research, the analysis technique used is regression analysis technique.

RESULTS AND DISCUSSION

This research approach and method is directed to find out how much influence community participation has on the sustainability of the public service innovation program that is being implemented in Makassar City. The research findings can be explained as follows:

The simple linear regression analysis model will be tested simultaneously (F-test) or partially (t-test). The results of a simple linear regression analysis with SPSS 21 that has been carried out are as follows:

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Table 1. Results of Data Analysis with SPSS 21

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.834 ^a	.695	.695	5.273

a. Predictors: (Constant), Society Participation

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25269.677	1	25269.677	908.705	.000 ^b
	Residual	11067.763	398	27.808		
	Total	36337.440	399			

a. Dependent Variable: Keberlanjutan Inovasi

b. Predictors: (Constant), Partisipasi Masyarakat

Coefficients							
Model		Unstandardized Coefficients	Standardized Coefficients	t			Sig.
		B		Std. Error	Beta		
1	(Constant)	16.573		1.532		10.814	.000
	Society Participation	.563	.563	.019	.834	30.145	.000

a. Dependent Variable: Innovation Sustainability

Constant = 16,573 means that if no community participation variable affects innovation sustainability, then innovation sustainability is 16,573 units. $b_1 = 0.563$ (society participation) means that if the community participation variable increases by one unit, innovation will increase by 0.563 assuming the other independent variables are constant.

The partial t-test was carried out to determine the partial effect between the independent variables and the dependent variable. Based on the data processing table above, the results of the significance test indicate that there is a probability value of 0.000 d'' 0.05. This value can prove that H_1 is accepted, which means that public participation has a positive and significant effect on the sustainability of innovation.

From the results of the F test for the data above, it was obtained that the F count was 908,705 and the probability was 0.000. Because $\text{sig } 0.000 < 0.05$, it can be concluded that the community participation variable affects the sustainability of innovation.

Based on the data processing table above, shows that the coefficient of determination (adjusted R^2) = 0.695, meaning that the community participation variable affects the innovation sustainability variable by 69.5%, and the remaining 30.5% is influenced by other variables not included in this research model. Indonesia's biggest challenge is still in the aspect of bureaucratic reform, with reform the administration of government can prioritize transparency and accountability (Arwanto, 2020), and the realization of bureaucratic reform is also reflected in the process of creating public service innovations. Regional innovation is carried out with the target of accelerating the realization of community welfare through improving public services, community empowerment, and participation, increasing regional competitiveness. The Public Service Innovation Competition has encouraged all parties to create innovations every year, this movement is known as One Agency One Innovation with the ultimate goal of accelerating the improvement of the quality of public services.

Innovation is the public's hope when bureaucratic reform is not optimal because innovation is an instrument to improve public services. Innovation in the Indonesian local government environment has become a trend to meet public needs. The concept of public service innovation is contained in Kepmenpan and Bureaucratic Reform Number 30 of 2014 concerning Guidelines for Public Service Innovation, with the basis of the formation that to achieve the implementation of bureaucratic reform, it is necessary to accelerate the improvement of the quality of public services and to develop public service innovations in a guideline stipulated in the Regulation of the Minister for Administrative Reform and Bureaucratic Reform. Innovation de-

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velopment is one of the government's strategies so innovation is not only used as evidence of the activeness of local governments in the Public Service Innovation Competition but is further expected to improve the quality of public services by replicating innovations that have been created in other regions or units ([Haerana, Fatmawati, Burhanuddin, & Mustari, 2022](#)). The Indonesian government's policy regarding public service innovation competitions has brought about changes in the performance of the state apparatus where service innovations have been created in various fields with the main hope that these innovations will be the beginning of improving the quality of public services, as the public has always hoped for change.

Innovations in the field of public services are creative technological ideas or new ways of service technology or updating existing ones in the form of rules, approaches, procedures, methods, and service organizational structures that are beneficial in terms of quantity and quality of service. Public service innovation is the government's effort to create a form of service that will provide convenience for the community in carrying out each desired service process. The growth of public service innovation nationally is of course influenced by the increasing number of innovations created by local governments. Realizing innovation in the provision of services at Regional Apparatus Organizations is evidence of an update on the technique of implementing public services that have been carried out previously for a certain period ([Suhaeman, Haerana, & Riskasari, 2022](#)). The movement to create public service innovation is one of the strategies for improving the quality of public services. The dynamics of innovation growth from local government can be seen as follows:

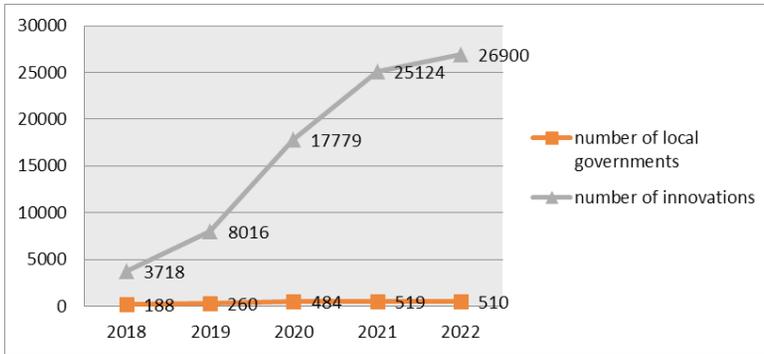


Figure 1. Growth of Innovation in Indonesian Local Governments
Source: Data processed from various sources, 2022

Based on the data above, it is known that in 2018, the number of local governments was 188 with the number of public service innovations still around 3718 then increasing in 2022 to 26,900 innovations with 510 local governments. Developments in Science and Technology make information spread very quickly and this indirectly encourages an increase in public knowledge of the level of quality of public services with the increasing demands of the public for the acceleration of improving the quality of public services, the strategy that can be adopted by the government is to mobilize each Regional Apparatus Organization to create public service innovations as an effort to improve the quality of public services.

One of the innovations that won the 2017 Public Service Innovation Competition award in Makassar City did not go well and was only active in the first year of its implementation. aspects of community participation. The results of this study will be directed at measuring the influence of community participation on the sustainability of public service innovation programs in Makassar City. The local government is very enthusiastic about participating in the Public Service Innovation Competition. The growth of innovation in the local government of Makassar City can be seen as follows:

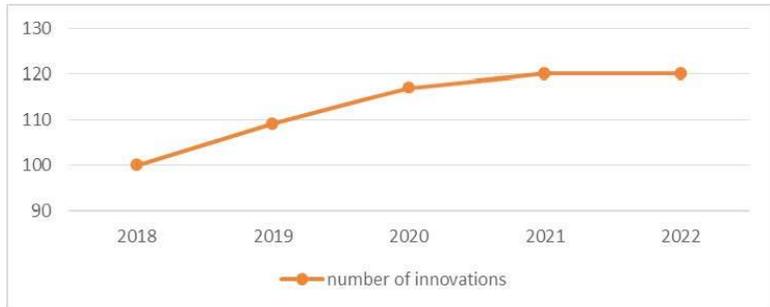


Figure 2. Number of Innovations from Makassar City Government
Source: Data processed from various sources, 2022.

Based on figure 2, the One Agency One Innovation movement, complemented by the implementation of the Public Service Innovation Competition, encourages each Regional Apparatus Organization to create innovations every year. Based on national data, shows that from 2018 the number of innovations was recorded at 2,824 and continues to increase so that in 2022 there will be 3,478 innovations. This trend of increasing innovation also occurs in local government, specifically in Makassar City in 2018, the number of innovations is only around 100 and then increases to 120 innovations in 2022.

The existence of a number of these innovations is of course expected to be sustainable to bring great benefits to society. Based on the partial hypothesis testing (t-test) shows that there is a probability value of 0.000 <math>d''> 0.05. This value can prove that H_1 is accepted, which means that public participation has a positive and significant effect on the sustainability of innovation. Community participation can be interpreted as a synergy between the government and the community where the government acts as a policy maker while the community is the object that receives the effects of the policy (Mubarok & Ramdani, 2020). In making and implementing innovation the government is very dependent on technology, policies, and society where this innovation movement generally influences reforms in the public sector (Keumala & Pribadi, 2021). The public service innovation program is a government policy that is expected to improve the quality of public

services, so community participation in various aspects greatly determines the quality of public services, including in the decision-making aspect to determine what innovation programs are most needed by the community in an area, the plan implementation aspect means that the community actively involved in implementing innovation and actively participating in maintaining the sustainability of innovation, the aspect of enjoying the results of implementing innovation is a benchmark for the benefits of innovation being carried out and as users, the community actually actively feels the positive impact of these innovations, community participation in the evaluation aspect of innovation programs as well very influential because at this stage the community provides feedback on the quality of the innovation and from this feedback, updates can be made to the innovation system so that ultimately the innovation can be sustainable in the future.

Based on the SPSS 21 data processing table, it shows that the coefficient of determination ($\text{Adjusted } R^2$) = 0.695, meaning that the community participation variable affects the innovation sustainability variable by 69.5%, and the remaining 30.5% is influenced by other variables not included in this research model. community participation cannot be realized because there is no room for it, especially in determining decisions in development planning, monitoring, and evaluation, as well as the utilization of development results to be realized ([Andriani, Rares, & Tampi, 2017](#)).

The provision of services is created with the ability and creativity of the development of achieving common goals. Employee competence in their field plays a very important role in achieving organizational goals ([Saputra, Suwono, & Sholikah, 2021](#)), services are said to be good or of good quality if they can bring benefits to their users ([Hanafi, 2020](#)). The community will always demand quality public services even though it is not easy for the government to create appropriate services ([Hagie, Nadiyah, & Ariyani, 2020](#)). The movement to create public service inno-

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vations carried out by the Ministry of Administrative Reform and Bureaucratic Reform in 2014 has become a government strategy to support efforts to achieve world-class service quality.

From the results of the F-test for the data above, it was obtained that the F count was 908,705 and the probability was 0.000. Because $\text{sig } 0.000 < 0.05$, it can be concluded that the community participation variable affects the sustainability of innovation. The main reason why community participation is very important, namely: Community participation is a measurement process to record the conditions and needs of the community in an area, where if the community does not participate then the development plan will not be implemented properly ([Ruru, Plangiten, & Lobogia Ribka, 2018](#)). The interaction between the government as the implementer of the service and the community as the service user must prioritize participatory principles, and this must be carried out properly there is nothing that distinguishes the level of participation of one person from another ([Aswin & Mediyastuti Sofyan, 2022](#)).

One of the successes of democracy can be seen from the ability to create public service innovations through progressive ideas that depend heavily on the collaboration of relevant stakeholders, in this case, the government, the public, and the private sector. Because of this, participatory government as one of the basic foundations of democracy will only run upright when the policies produced have full support from the public ([Hadi, Asworo, & Taqwa, 2020](#)). The development of innovation after it has been successfully created requires bureaucratic consistency, in this case, the stakeholders are expected to open public space so that the community can involve themselves in every innovation program that is created because it is the community itself that understands how the quality of service desired, so that the community involvement in public service innovation is very important.

Demands for improving the quality of public services originating from various groups have resulted in the government car-

rying out bureaucratic reform ([Ridlowi & Himam, 2018](#)), where bureaucratic reform will be successful if it involves the government, private and community sectors. Thus, it can be stated that a public service innovation can be sustainable or still exist to be used as a public service facility because the public service innovation program has high community participation.

CONCLUSION

Community participation is the main key in the implementation of public services, especially in the implementation of health service innovations, community participation will support these services to be maintained and run well because with community involvement it is a guarantee that the service innovation has met the expectations and standards of desired service quality. by the community, because with the current developments in technology, information and communication, the community has become smarter in providing assessments of the government's performance in providing public services, so that if the government continues to maintain its commitment to involving the community in the design and implementation of innovation, it will slowly but there will definitely be improvements in the quality of health services in the future.

Public service delivery innovation programs are expected to be able to bring benefits to their users. Based on the partial hypothesis testing (t-test) shows that there is a probability value of $0.000 < 0.05$. This value can prove that public participation has a positive and significant effect on the sustainability of innovation.

Community participation determines the level of success of a public service innovation program so that it can continue or exist in the future. Based on the results of the F-test, if the data is processed using SPSS 21, the F count is 908,705 and the probability is 0.000. Because $\text{sig } 0.000 < 0.05$, it can be concluded that the community participation variable affects the sustainability of innovation. The community as users of public services must

be involved in making decisions in determining the design of innovation programs, implementing innovations, utilizing the results of innovations, and most importantly there must also be community involvement in the evaluation stage of implementing innovations.

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