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Public Services for Prisoners in Tondano Correctional Institution Class IIB

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Abstract. This research aimed to 1) To find out whether health services for Prisoners (Indonesian: Warga Binaan Pemasyarakatan or WBP) at Tondano Correctional Institution Class IIB have been met according to basic health care service standards; 2) To find out whether health services for Prisoners at Tondano Correctional Institution Class IIB have been met according to basic standards of infrastructure, and; 3) To find out whether health services for Prisoners at Tondano Correctional Institution Class IIB have been met according to basic human resource standards; The research method used is a qualitative research method with purposive sampling technique. The results of the research show that 1) Basic health care service standards in Tondano Correctional Institution Class IIB, which are described in 13 basic health care standard parameters, have in principle been attempted to be implemented, but the facts described show that not all of them meet the standards; 2) The basic standards of facilities and infrastructure to support the implementation of health services as previously described have not been met ideally in accordance with the supposed needs; 3) Fulfillment of basic human resource standards to support health services in Tondano Correctional Institution Class IIB cannot be achieved due to limited human resources.

Keywords. Public Services, Health Services, Prisoners, Correctional Institutions

A. Introduction

One of the functions of government administration carried out by government officials is public service. Law No. 25 of 2009 has provided a foundation for the delivery of public services based on the general principles of clean and good government. The general principles referred to are principles that uphold the norms of decency, propriety and legal norms to create a clean state administration free of corruption, collusion and nepotism (Mandagi, 2023) [1].

Public services are all forms of services, both in the form of public goods and public services which are in principle the responsibility and implemented by central, regional government agencies, and state-owned enterprises or regional-owned enterprises, in order to fulfill the needs of the community and in the context of implementing the provisions of laws and regulations (Langkai et al., 2023) [2]. Nowadays, the public's attention to public services is very large and they are open in providing criticism of phenomena that are not in accordance with what is expected in order to realize good services (Mandagi et al., 2023) [3].

Public services basically involve very broad aspects of life. In state life, the government has the function of providing public services needed by the community, starting from services in the form of regulations or other services in order to meet community needs in the fields of education, health and others (Dewi & Suparno, 2022) [4].

In terms of public services in the prison environment, of course it falls into the area of special public services involving certain publics. Even though it is special, it certainly does not reduce the quality of public services that will be provided (Putra, 2018) [6]. Prison as a coaching institution aims to make Prisoners as mandated in article 2 (b), Law of the Republic of Indonesia Number 12 of 1995 as amended by Law of the Republic of Indonesia Number 22 of 2022, that the correctional system is implemented in framework: improving the quality of personality and independence of Prisoners so that they realize their mistakes, improve themselves, and not repeat criminal acts, so that they can be accepted again by society, can live normally as good, law-abiding, responsible citizens, and can actively play a role in development (Nurma Utami, 2022) [7].

Referring to as explained in the Decree of the Director General of Corrections, Ministry of Law and Human Rights of the Republic of Indonesia Number: PAS-36.OT.02.02 of 2020 concerning Correctional Service Standards, one of the community groups receiving public services is Prisoners which based on Law no. 12 of 1995 as amended by Law No. 22 of 2022 concerning Corrections consists of prisoners, children and correctional clients. Apart from WBP, there are also people who specifically receive public services, namely families of WBP, legal advisors/legal representatives, as well as property owners whose goods had to be confiscated/detained in Rupbasan (Kirana & Permana, 2023) [8].

The scope of public services in correctional facilities includes the Tondano Correctional Institution Class IIB Technical Implementation Unit, hereinafter referred to as Tondano Correctional Institution Class IIB, which is more dominant in services and administrative services which include; educational services, work activities, correctional administration, information technology and cooperation, and health. Education Services and Work Activities at the Institution.

Educational services are one of the forms of development carried out, namely the development of independence which is handled by the Work Activities Section. The work activities section coordinates, prepares the implementation of work training guidance, and manages work results according to applicable procedures in order to foster the independence of WBPs as provisions for when they return to society. At Tondano Correctional Institution Class IIB, job training is given to prisoners who are in preparation for the reintegration stage, namely when serving 1/3 of their sentence. The job training involves collaboration with the Bitung Job Training Center, Minahasa Job Training Center, Minahasa Regency Manpower Service, Minahasa Regency Agriculture Service, Minahasa Regency Fisheries and Maritime Service and Manado State University as regulated in the Decree of the Minister of Justice Number: M.02-PK.04.10 of 1990 concerning Patterns for Development of Prisoners or Detainees, where several independence development activities that require special skills are carried out in collaboration with related agencies. This is also regulated in Government Regulation no. 57 of 1999 concerning Cooperation in Organizing the Development and Guidance of Prisoners. Data for the last 3 years, from 2020 to 2023, job training for Prisoners is described in the table below:

Table 1. Training Activities at Tondano Correctional Institution Class IIB

No	Type of Training	Year	Cooperation Partners
1	Fine Arts Training	2021-2023	Manado State University
2	Culinary Management Training	2021-2023	Manado State University
3	Light Steel Construction Training	2021-2023	Bitung Job Training Center
4	Agricultural Agribusiness Training	2021-2023	Minahasa Agriculture Service
5	Biofloc Technology Fisheries Agribusiness Training	2021-2022	Minahasa Fisheries and Maritime Affairs Department
6	Livestock Agribusiness Training	2021-2022	Minahasa Livestock Service
7	Carpentry Training	2021-2023	Minahasa Job Training Center
8	Handicraft Training	2021-2022	Manado State University
9	Furniture Training	2021-2023	Minahasa Job Training Center
10	Welding Workshop Training	2021-2023	Bitung Job Training Center

(Source: Tondano Correctional Institution Class IIB Giatja Subsection - Independence Development Program)

From the table above, it can be seen that training services are carried out continuously as stated in the Tondano Correctional Institution Class IIB strategic plan document. The product of this training is in the form of Prisoners who take part in certified training and are outlined in the Tondano Correctional Institution Class IIB work agreement performance report document every year where performance achievements reach 100% of the work agreement target.

Work activity services at Tondano Correctional Institution Class IIB are in the form of an Assimilation Program, namely: 1) Paving Block Printing Sector; 2) Hollow Brick Printing Field; 3) Agriculture Sector; 4) Animal Husbandry Sector; 5) Fisheries Sector; 6) Carpentry sector; 7) Welding Field; 8) Handicraft/Miniature Sector; 9) Construction Services Sector (Concrete and Steel Frames); 10) Culinary Management Sector.

The self-reliance development program mentioned above is implemented in the Assimilation Education Facility (SAE) in the form of an assimilation village. Prisoners who take part in the assimilation program are prisoners who have fulfilled the requirements as regulated in the Instructions for Implementing the Fulfillment of Conditional Rights for Prisoners in Accordance with Law Number 22 of 2022 concerning Corrections Number: PAS-20.OT.02.02 of 2022 issued by the Directorate General of Corrections, that is, it has been determined through a decision letter from an authorized official, so that the implementation of work activities is binding in accordance with applicable Standard Operating Procedures.

Correctional administration services include providing prisoners' rights such as assimilation, conditional release (PB), conditional leave (CB), leave before release (CMB), leave to visit family (CMK) and extraordinary permits. From the results of the performance evaluation for the period 2020 to 2023, the administrative arrangements for granting the rights

of Tondano Correctional Institution Class IIB Prisoners mentioned above have been carried out online through the Correctional Data Base System (SDP) Application, supported by human resources as operators so that implementation administrative services can run smoothly, performance evaluation of the work agreement reaches 100%.

Information Technology and Collaboration Services are related to other services, namely using the Correctional Data Base System (SDP). Meanwhile, to facilitate administrative services, the Sisumaker application is also supported, which is an application created for managing all correspondence within the Ministry of Law and Human Rights. Using Sisumaker makes it easier to monitor the whereabouts of a letter so that it can then be followed up effectively and efficiently.

In government agencies such as prisons (PENJARA) as a public service that serves law violators, the government's role in providing health services to prisoners is very important, namely in terms of fulfilling the rights of all prisoners without exception (Fachrezi & Wibowo, 2020) [9]. Health services for prisoners or detainees are implemented based on Law no. 12 of 1995 concerning corrections as amended by Law of the Republic of Indonesia Number 22 of 2022 concerning corrections, article (7) point d (obtaining adequate health services and food in accordance with nutritional needs). As part of the health services at each Prison and Detention Center UPT, every prisoner has the right to receive proper health care. This service is provided to prisoners who require medical treatment related to their health condition while in the Prison UPT (Hutasoit, 2020) [10].

Health services in Tondano Correctional Institution Class IIB should refer to the basic standards of existing services, including: 1) Basic outpatient health services; 2) Basic dental health services; 3) Inpatient Services; 4) Infection Control; 5) Laboratory Reference; 6) Basic Drug Services; 7) Emergency treatment; 8) Outpatient referral; 9) Inpatient referral; 10) HIV Counseling; 11) Periodic TB and HIV screening; 12) Control of disease outbreaks; 13) Handling of Bodies.

Meanwhile, the basic standards for health workers required in Tondano Correctional Institution are: a) 1 General Practitioner; b) Dentist 1 person; c) 2 general nurses; d) 1 dental nurse; e) Pharmacist Assistant 1 person; f) Laboratory Analyst 1 person; g) Psychologist 1 person; h) Sanitarian 1 person; i) Nutritionist 1 person; j) Administrator 1 person.

Furthermore, the basic standards for infrastructure are 1) Room requirements: general service room, dental service room, emergency room, mother and child service room, medicine room, waiting and administration room, infectious disease isolation room, laboratory room. 2) Polyclinic infrastructure includes: water installations, air conditioning installations, standard instructions and evacuation facilities during riots, information and communication systems, health waste disposal installations, ambulances, basic health equipment, medicines.

From initial observations, researchers found that several health service standards had not been met, including dental health services not being available, inpatient care, and there were only 2 medical personnel, namely a general practitioner and a nurse, several health equipment facilities were incomplete, so that some correctional services to Prisoners in Tondano Correctional Institution Class IIB who are suspected of having the most dominant problem compared to other services, namely health services which should refer to the basic standards of health services outlined above.

Based on the background described regarding correctional services in the Tondano Correctional Institution Class IIB, the researcher is interested in conducting research on Public Services for Prisoners in the Tondano Correctional Institution Class IIB.

B. Method

In this research the author used a qualitative research approach. What is meant by qualitative research is research that intends to understand the phenomena experienced by research subjects holistically, and by means of descriptions in the form of words and language, in a special natural context and by utilizing various scientific methods (Moleong in Mandagi, 2023) [11].

This research focuses on health services for Prisoners in Tondano Correctional Institution Class IIB in terms of health service parameters, namely Basic Health Care Standards, Infrastructure, and human resource support. The data analysis technique used is the Miles & Huberman approach model in Mandagi & Kairupan (2021), namely data collection, data reduction, data presentation, and drawing conclusions [12]. Then, to ensure the validity of the data, researchers used the 4 main criteria presented by Lincoln and Guba in Mokot et al. (2023), namely credibility, dependability, transferability, and confirmability [13].

C. Result and discussion

Basic Health Care Services

Based on the research data, several problems were found related to the implementation of basic health care services. For the parameters of basic outpatient health services, it was found that not all Prisoners utilized basic outpatient health service facilities in polyclinics, so questions were developed for Prisoners who did not utilize basic outpatient health services so that it was found that Prisoners who are sick but do not go to the polyclinic are due to several reasons, namely, they feel that the illness they are suffering from is mild (flu), but there are also those who feel embarrassed to go to the clinic because it is related to skin/venereal diseases. It can be concluded that the implementation of basic health care services has not been fully and comprehensively fulfilled. This situation certainly contradicts the concept of supportive public services as a manifestation of the government's obligation to implement service duties to the non-customer community in order to improve the health status of prisoners without exception. Therefore, efforts are needed to identify the illnesses of all prisoners by planning comprehensive basic health care services.

Furthermore, problems were found regarding basic dental health services that had not been implemented in Tondano Correctional Institution Class IIB, this was closely related to the unavailability of supporting facilities and infrastructure as well as human resources, namely dentists. This causes the condition of patients suffering from pain related to dental health that cannot be treated, even though based on interview data and health service report data compiled by researchers, there are prisoners who have suffered from toothache. This condition shows that basic dental health services need to receive attention from internal stakeholders in the Tondano Correctional Institution Class IIB, in order to realize the fulfillment of basic health service standards for correctional residents in the Tondano Correctional Institution Class IIB.

Tondano Correctional Institution Class IIB has made efforts to implement inpatient services in the prison, although only utilizing limited existing infrastructure, namely using polyclinic rooms because there is no special inpatient room. As illustrated in Figure 7 regarding the mapping of occupant distribution in room/block management, it can be seen that the polyclinic's occupancy capacity is 0 (zero). This shows that the function of the polyclinic rooms currently available is not for inpatient care. So the researchers concluded that inpatient room infrastructure needs to be the attention of internal stakeholders in the Tondano Correctional Institution Class IIB in coordinating the planning needs for inpatient room infrastructure in the

Tondano Correctional Institution Class IIB, so that in the future it can meet the basic standards of inpatient services.

For infection control parameters as in interview data with Health service officers compared with monthly reports on Watkesrehab activities in Tondano Correctional Institution Class IIB, it was found that infection control in the form of screening was still not carried out on a mass scale as regulated in the basic operational definition of infection control standards, so that identification of the spread of infectious disease in prisons Class IIB Tondano has not been able to get data according to the existing reality. Likewise, it can be concluded that infection control measures through education to Prisoners have not been optimal because existing data shows that health education activities related to new infection control activities are limited to representatives of Prisoners, and have not reached all Prisoners during the period from 2022 to September 2023. This situation causes the aim of of infection control cannot be achieved optimally, because most residents have not been given a simultaneous understanding of the importance of health services and infection control. This is also proven by the results of interviews with Prisoner informants regarding basic outpatient health services, that there are still Prisoners who do not or are embarrassed to go to the polyclinic even though they are suffering from an illness (skin/genital infection or acute respiratory tract infection/flu).

Regarding laboratory referral services, it was found that laboratory referrals had not been carried out in prison, but were still being referred to the nearest hospital, due to the unavailability of basic laboratory facilities in prison. This condition has the potential to cause delays in the series of decision making and medical actions that should be faster, because additional procedures have to wait for the results of back referrals from laboratory examinations, so that the concept of excellent service is not achieved due to slow procedures.

For basic drug services, as regulated in the operational definition, drug administration is given to all prisoners who undergo examination and are diagnosed as requiring basic drug treatment. The situation that occurred regarding basic drug services in Tondano Correctional Institution Class IIB based on existing data has been carried out in accordance with disease indications and based on the list of drugs available on the Tondano Correctional Institution Class IIB Polyclinic. However, there were findings that there were patients who did not receive medication according to their disease diagnosis, because there was a lack of medication. This shows that basic drug services in Tondano Correctional Institution Class IIB have not been maximally fulfilled according to the operational definition of basic service standards. This condition is related to the increasing number of patients because the occupancy rate exceeds capacity standards. Meanwhile, the availability of medicines will be discussed further in the infrastructure parameters.

From data on the implementation of emergency handling services, it was found that emergency handling at Tondano Correctional Institution Class IIB had been carried out in accordance with the condition of the infrastructure and available human resources. The emergency treatment carried out is limited to handling emergency situations in less than 50% of cases that occur. The rest were referred to hospital. This shows that there is still limited facilitation for emergency handling both in terms of infrastructure and human resources, so it can be concluded that emergency handling in Tondano Correctional Institution Class IIB still requires improvement and improvement starting from the general policy of establishing an integrated program together with the arrangement of infrastructure and human resources. , to achieve ideal conditions for health care as regulated in the Decree of the Director General of Corrections, Ministry of Law and Human Rights of the Republic of Indonesia Number: PAS-

32.PK.01.07.01 of 2016 concerning Basic Health Care Service Standards in Prisons, Detention Centers, Bapas, LPKA and LPAS.

The parameters of effective outpatient referrals as revealed from the results of data collection through paper data sources collected through field research show that outpatient referral services at Tondano Correctional Institution Class IIB have been carried out electively following applicable standard procedures. However, there were findings from interviews with Prisoners informants, that the processing of outpatient referrals had been slow, giving the impression of being complicated. This situation needs to receive attention from health service implementers as well as monitoring and evaluation from internal stakeholders, so that compliance with existing health service standards can be fulfilled optimally in order to meet the demands of the operational definition of basic health service standards for Prisoners.

Just like outpatient referrals, so do inpatient referrals. Through data compiled by researchers, it was found that inpatient referral health services at Tondano Correctional Institution Class IIB had been implemented for WBP patients who needed specific treatment but could not be treated at the prison polyclinic. Handling of inpatient referrals is carried out electively following operational definition guidelines for basic health services, by coordinating with inpatient referral facilities followed by carrying out inpatient referral procedures related to recommendations, administration and security. From the analysis of data on the implementation of inpatient referrals, it can be concluded that inpatient referrals have been met according to standards.

Based on the screening results data contained in tables 17 and 18, and compared with the results of informant interviews, it was found that in Tondano Correctional Institution Class IIB there was 1 patient suffering from HIV, so HIV counseling activities were needed. HIV counseling is a counseling activity provided for prisoners who need information and support for the treatment of HIV sufferers. According to the operational definition of basic health services in prisons, this counseling is carried out behind closed doors in order to motivate prisoners to carry out HIV tests, as well as to suffering patients if the patient in question refuses to undergo treatment, as well as to provide psychological support for the patient. However, in reality, after collecting data through interviews with informants, it was found that none of the informants had ever attended HIV counseling, so it could be concluded that HIV counseling activities in Tondano Correctional Institution Class IIB had not been running as they should. To strengthen this suspicion, an investigation was carried out. data on health workers through interviews, it was found that HIV counseling had not been carried out because there was no availability of personnel for counseling activities, in this case psychologists, but referring to the operational definition regarding the use of human resources for counseling activities, they could use the choice of trained VTC personnel, counselors as well as collaborating with the Health Office/Puskesmas, health facilities outside the UPT or HIV NGOs. Referring to the data analysis above, the researcher concludes that basic HIV counseling services in Tondano Correctional Institution Class IIB are not yet running, efforts to utilize standard services according to regulations have not been made due to a lack of cross-sector coordination with stakeholders related to HIV counseling services.

In relation to HIV counseling as described in the previous paragraph, the researchers compiled data on the implementation of basic service parameters for periodic TB and HIV screening which had been carried out in Tondano Correctional Institution Class IIB according to what is described in table 16 and table 17, that TB screening had only been carried out on 134 Prisoners and it was found 74 people are suspects and 2 people are positive. This data shows that there is the potential for transmission of TB disease in prison due to the discovery of 2 TB

positive people and the Prisoners concerned socializing and having close contact with most of the Prisoners in meetings, which has the potential to increase the opportunity for transmission of TB disease in Tondano Correctional Institution Class IIB. This condition shows that basic TB screening services have not been implemented optimally until September 2023 and have not met the basic standards set out in the operational definition of basic health services in prisons. Furthermore, HIV screening according to report data has been carried out on some Prisoners, where in 2022 screening was carried out on 233 Prisoners, while the highest average number of Prisoners in 2022 was 493 people or only 47.26% of Prisoners who took part in TB screening in 2022, and in 2023 HIV screening will be carried out on 240 people from the highest average number of Prisoners per month, namely 510 people, or 47.05% of Prisoners who participated in TB screening in 2023. However, based on interview data, it was found that HIV screening has not been implemented optimally, This condition is not in sync with the report data in table 15, because researchers are developing Prisoners informants who have taken TB screening in 2022, but the answer remains the same, namely they have not taken HIV screening. Compared to the real situation in the field, there is 1 HIV positive patient who has close contact and socializes with many other prisoners in the Tondano Correctional Institution Class IIB. This situation shows that HIV screening activities have not been carried out optimally and have not met the operational standards set as guidelines for prison technical implementation units. Researchers conclude that mass HIV screening activities must receive attention in structuring the annual work program and its implementation, considering that there are HIV positive cases in Tondano Correctional Institution.

Basic health services from disease outbreak control parameters in Tondano Correctional Institution Class IIB, have carried out screening of inmates who are suspected of having close contact with the potential source of the disease outbreak. According to data for 2022 and 2023, the highest frequency of disease increases occurs in January, February, March and December. Researchers made comparisons with basic health care service parameter data, as well as infection control parameter data, there were similarities in the types of diseases and the number of diseases which experienced an increase in the number of sufferers in January, February, March and December. So the researchers concluded that, in Extraordinary Events (KLB) disease outbreaks routinely occur in January, February, March and December and occur repeatedly in an annual cycle while the food is not optimal. Meanwhile, screening has not been carried out thoroughly and health education has not been optimal, which is closely related to controlling disease outbreaks. Therefore, integrated management of the basic standard parameters of outpatient health services, infection control and disease outbreak control is needed, as well as infrastructure standards (equipment and medicines) which must refer to the operational definition of basic health services so that the expected basic standards can be met. to achieve the highest degree of Health for Prisoners as stated by Wiku Adisasmito (2012:74) dalam Putra (2021) [14].

Furthermore, the basic standard parameters of service, including parameters for handling corpses so that corpses can be properly buried as soon as possible, have been carried out at Tondano Correctional Institution Class IIB according to applicable procedures, shown by data on corpse handling throughout 2022 and 2023, confirmed by the results of interviews with health service officers. Tondano Correctional Institution Class IIB that the handling of bodies was carried out quickly but still paying attention to the security procedures and services that were regulated. This shows the synchronization of data and information with reality in the field, so that it can be concluded that basic health service parameters for handling corpses have been met according to basic operational definition standards.

Basic Standards for Infrastructure

Based on the results of research in the field, it can be concluded that the general service rooms, emergency rooms, medicine rooms, administration rooms currently available in the Tondano Correctional Institution Class IIB polyclinic do not meet the standards as set out in table 3 regarding the need for standard health facilities and infrastructure in Class IIB Prisons. Tondano. Because based on the Decree of the Director General of Corrections, Ministry of Law and Human Rights of the Republic of Indonesia Number: PAS-36.OT.02.02 of 2020 concerning Correctional Service Standards, there must be 1 room for each function in these rooms [15]. This condition could potentially result in inadequate health services provided to prisoner patients. Likewise, the existing patient waiting room uses the registration service waiting room, so that patient WBPs and WBPs who use the registration service use the same waiting room together.

This situation is not good in the context of prisoner health management, because the use of patient waiting rooms together with healthy prisoners can increase the opportunity for the spread and transmission of disease. Therefore, the patient waiting room should be separated from other rooms. This relates to stakeholder authority to organize the management of health service facilities and infrastructure at the Tondano Correctional Institution Class IIB.

Then analyze the infrastructure, from the parameters of the infectious disease isolation room, where the isolation room currently used is not a special room for isolating infectious diseases, but 1 residential room with a capacity for 1 person, which is in the Cempaka residential block, which is used for isolating infectious diseases. This situation actually does not support the prevention of infectious diseases because the isolation room used is in a dense residential block environment with the last number of occupants according to the time of data collection in table 6 of the SDP Security Room Management feature information, namely 103 WBP people. So researchers can conclude that the isolation room for infectious diseases in Tondano Correctional Institution Class IIB is inadequate.

Laboratory space as revealed in the research data shows that the Tondano Correctional Institution Class IIB does not yet have basic laboratory space. This condition is in line with the analysis of basic standards for laboratory reference services which are not implemented in the Tondano Correctional Institution Class IIB because basic laboratories are not yet available. So it can be concluded that the laboratory infrastructure does not meet the basic service standards in accordance with the Decree of the Director General of Corrections, Ministry of Law and Human Rights of the Republic of Indonesia Number: PAS-36.OT.02.02 of 2020 concerning Correctional Service Standards. Thus, the fulfillment of health services at the essential level of public service, in this case health services for prisoners in the laboratory facility category, has not been fulfilled.

Water and air installations are 3 important facilities that must be available to provide health services in prisons. However, according to existing data through observation, documentation and interviews, it was found that the water installation and air installation facilities at the Tondano Correctional Institution Class IIB polyclinic were still emergency, utilizing the facilities currently available.

This condition cannot support optimal health services considering that the existing polyclinic space is used for inpatients, while the existing water installation is still emergency, by connecting a water hose from the nearest elderly residential block and running it only at night. Meanwhile, water installations in public service areas still utilize water installations connected to residential blocks. This condition shows that the water installation and air installation infrastructure to fulfill health services in Tondano Correctional Institution Class IIB

still does not meet basic standards, and still needs attention and follow-up from internal stakeholders.

Standard instructions and evacuation facilities as a guide for correctional officers in handling riots or disasters in Tondano Correctional Institution Class IIB. The results of researchers' observations found that at several circulation points and residential blocks standard evacuation instructions had been installed, but other supporting facilities were not found. This condition can be concluded that standard instructions and evacuation facilities still require improvement, such as contingency plans and simulations for handling riots or disasters.

To support the smooth running of health services, communication and information facilities are needed. As from observations and data collection from administrative reports and interviews, it can be seen that at Tondano Correctional Institution there is a Correctional Data System with Health features. This application system is also supported by other supporting facilities such as Personal Computer units, Printers and Internet Networks. With this application, it is hoped that it will make it easier to handle health service data at the Tondano Correctional Institution Class IIB polyclinic. However, unfortunately, the data and facts in this research show that there are no health SDP operators available, so the use of this health service information application cannot yet be optimized. Currently we are still focused on using a manual system. Likewise, the availability of health information boards in polyclinics is still limited.

Based on the existing conditions, the researcher concluded that the information and communication system for health service facilities in Tondano Correctional Institution Class IIB is in principle available, but its use is not optimal due to limited human resources as operators. This condition certainly has an impact on the provision and administrative processing of health services, where the historical record of health service activities in the Tondano Correctional Institution Class IIB is not well documented, so improvements are needed to make up for deficiencies in this parameter.

The condition of medical waste disposal installations as revealed in the data is that they are not yet specifically available, and the current condition is that they still use general waste disposal facilities (trash cans). This can have an impact on the potential for the spread and transmission of disease from medical waste that has not been managed according to standards. Based on these conditions, it can be concluded that medical waste processing at the Tondano Correctional Institution Polyclinic still does not meet infrastructure service standards.

In managing medical waste, the Tondano Correctional Institution Class IIB polyclinic should be guided by medical waste processing standards, so that it can fulfill the principles of public service as regulated in Ministerial Decree Number 63 of 2003 as a guideline for the Tondano Correctional Institution Class IIB as a government agency to provide excellent service for Prisoners, namely principle of completeness of facilities and infrastructure (Ishaka, 2019) [16].

Furthermore, the availability of ambulances, there is 1 ambulance unit that is used to transport referral patients which is ready to be used at any time. This shows that the ambulance facilities at Tondano Correctional Institution Class IIB have met standards, so the researcher concludes that the ambulance facilities are regularly maintained so that they are in a ready-to-use condition at any time.

According to data from interviews with health service officers, it was revealed that the general health equipment available at the Tondano Correctional Institution Class IIB polyclinic was provided according to regulated standards, however based on further identification it was found that pertus sets, UV filters and PPIB materials were not available, this shows that not all

public health equipment has been met. From the observation results shown in the following figure, it can be concluded that efforts to fulfill health services in terms of public health equipment and infrastructure must still receive systematic support, management is responsible for managing the process of quality of service to prisoners through the provision of public health equipment, so that service indicators are responsive. Health as according to Lenvine in Dwiyanto (2021) can be fulfilled [17].

For dental health equipment, in line with basic health care service standards, it can be concluded that dental health equipment has not been met in Tondano Correctional Institution Class IIB. This requires comprehensive attention from decision makers at Tondano Correctional Institution Class IIB, because it is closely related to general program planning policies, namely the arrangement of annual work plans and work unit budgets.

The standard parameters for providing consumables used for general health services at the Tondano Correctional Institution Class IIB clinic are technically met. Researchers conducted observations and interviews to find that health service consumables were available. This is in sync with reports on the use of consumables in polyclinics which show that consumables are procured in accordance with procedures and budget availability. With this data, it can be concluded that the parameters of consumable materials have met the facilities and infrastructure service standards as regulated.

In relation to the standard parameters of special infrastructure for medicines, it is discussed holistically because it is closely related to several previous discussions, namely related to basic health care service standards and basic medicine services. In the previous discussion, problems were found related to the availability of medicines. So referring to data on medicines held for the Tondano Correctional Institution Class IIB polyclinic from 2022 to September 2023, it shows that there was a shortage of medicine stock. This incident occurs repeatedly every January, February, April and December. After researchers linked this incident with data on infection transmission and disease outbreaks, it was found that the occurrence of drug stock shortages was associated with an increase in the incidence of infectious diseases. To clarify this information, the development of structured interviews was carried out with Health service officers and structural officials who have the authority for the duties and functions of Health services. Information was found that the procurement of basic medicines was adjusted to the previous year's planning by making calculations referring to the condition of the latest number of Prisoners in previous year, by using the cost percentage calculation as regulated in the Decree of the Director General of Corrections, Ministry of Law and Human Rights of the Republic of Indonesia Number: PAS-36.OT.02.02 of 2020 concerning Basic Health Care Service Standards in Prisons, Detention Centers, Bapas, LPKA, and LPAS, it was found minimum cost standards for drug procurement for 1 year and detailed procurement methods for each month. The condition of empty drug stocks is caused by several circumstances, including the number of patients exceeding the standard stock that must be held in the months when disease outbreaks occur. So, to cover stock gaps, it is necessary to submit a request for drug procurement through a shopping mechanism in accordance with applicable regulations. The delay in the procurement process is 7 to 14 working days. From the results of compiling this data, researchers can draw the conclusion that the planning mechanism for the procurement of basic medicines is in accordance with applicable regulations, but information on the excess number of patients compared to the stock of medicines shows that the factor of the number of inmates exceeding prison capacity causes extraordinary conditions for the spread of disease outbreaks to increase the number. patients are directly proportional to the number of residents who are categorized as exceeding capacity or overcrowded. Handling efforts carried out by the

person responsible for health services in the context of procuring medicines to meet stock shortages need to be improved in terms of compliance with SOPs and fulfillment of indicators of quality of public services that are responsive and fulfill the principles of clarity and certainty of time as regulated in the Decree of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services. Fulfillment of the criteria in these regulations is also an implementation of the fulfillment of the rights of prisoners in accordance with what is regulated in Law number 12 of 1995 as amended by Law number 22 of 2022 concerning Corrections Article 7, concerning fulfillment of the right to receive health services. and proper food for Prisoners [18].

Human Resources Support

Based on data in the field, the human resources available at the Tondano Correctional Institution Class IIB only consist of 1 doctor and 1 nurse. This condition is still far from ideal, in fact causing certain times, health services are carried out by staff who help in the polyclinic. It was also found that there was collaboration with the Papakelan Community Health Center by providing medical doctors according to the arranged schedule. However, the researcher connected it with other related facts, including the results of a compilation of field data from interviews, the researcher did not find a significant impact on improving services from this situation, because more data was found showing that health services were handled by tamping.

Researchers conducted observations on health service work days, and found that administrative and pharmacist tasks were carried out by nurses assisted by tamping, this condition is in line with data obtained from interviews with Prisoners informants. Likewise, if an emergency occurs at night, health services are provided by tamping, because doctors and nurses are not on duty at night. This situation becomes an obstacle if there is an emergency incident that requires a decision from an authorized doctor or nurse regarding the emergency medical action to be carried out as well as follow-up activities such as laboratory referrals or outpatient/inpatient referrals.

The unavailability of adequate human resources causes several health service functions not to be fulfilled as required by basic health service standards such as basic dental services, pharmacist duties, laboratory services, nutrition, counseling and counseling. Likewise, the means of information and communication through the System Data Base for the promotion of health features that were available ended up not being operated properly due to the absence of an operator.

From this description, the researcher draws the conclusion that human resource support for health services in Tondano Correctional Institution Class IIB has not been met according to the service standards that should be in accordance with the mandate of the Decree of the Director General of Corrections, Ministry of Law and Human Rights of the Republic of Indonesia Number: PAS-36.OT.02.02 of 2020 concerning Basic Service Standards Health Care in Prisons, Detention Centers, Bapas, LPKA, and LPAS. This situation causes the fulfillment of basic health services for correctional prisoners to be unable to run optimally, as described in the previous parameters.

D. Conclusion

Based on the research results and discussion described above, this research can be concluded as follows:

1) Basic health care service standards at Tondano Correctional Institution Class IIB, which are described in 13 basic health care standard parameters, have in principle been attempted to be implemented, but the facts described show that not all of them meet the standards, 12 standard parameters other than corpse handling as described in research findings and discussion, basic health care services do not yet meet the quality indicators of public services for Prisoners, namely: responsiveness, responsibility and accountability.

2) The basic standards of facilities and infrastructure to support the implementation of health services as previously described have not been met ideally in accordance with the supposed needs. The provision of health service room infrastructure still does not fully comply with existing standards so that the same room is still used for several different functions, even though it should be separate, in fact there is still a need for space, namely basic dental service rooms and laboratories which are not yet available. Likewise with the parameters of health service facilities, supporting equipment is not yet adequate apart from ambulances and consumables. In fact, it requires more attention from internal stakeholders in the supply of medicines, because the problem of shortages of several types of medicines arises in certain months. The situation of drug shortages is also caused by the number of patients experiencing an increase in quantity due to the number of residents exceeding the standard target capacity determined in the initial planning. This condition of excess residents is known as overcrowded. This condition affects the ability of the Tondano Correctional Institution Class IIB Polyclinic to meet indicators of the quality of public service responsiveness, as well as general guidelines for the implementation of public services in the context of providing health services to Prisoners.

3) Fulfillment of basic human resource standards to support health services in Tondano Correctional Institution Class IIB cannot be achieved due to limited human resources, where there is only 1 (one) doctor and 1 (one) nurse, causing the implementation of health service duties in the Prison Class IIB Tondano is not ideal and not optimal, the facts show that at certain times, health services are only provided by polyclinics which hampers the implementation of health services if there is an emergency that requires a decision for medical action from a doctor/nurse. So it can be said that the accountability quality indicators cannot be met as expected.

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