

The Effectiveness of Food and Health Services for the Correctional Assisted Residents of The Pasangkayu Class IIB Detention Center

Ika Darmawati

Universitas Muhammadiyah Palu, Indonesia

Correspondent: ikadarmawaty24@gmail.com

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ABSTRACT: In Article 14 letter d of Law Number 12 of 1995, concerning Correctional Services, it states that "Assisted citizens have the right to get proper health and food services". This can lead to or foster a sense of wanting to do good, foster an attitude that is more responsive to their needs and provides protection for the rights of the fostered citizens. This study aims to determine the effectiveness of food and health services for WBP in the Class IIB Pasangkayu Detention Center. The research carried out is a type of descriptive research with qualitative methods or approaches. In this study, determining informants using purposive sampling techniques, that is, selected with certain considerations and goals, which really master an object that the researcher is researching. Researchers also used Triangulation as a technique to check the validity of the data. Triangulation is carried out using different techniques, namely interviews, observations and documents. The results showed that the implementation of food and health services for the assisted residents in the Class IIB Pasangkayu detention center had met the indicators of productivity, responsiveness, responsibility, and accountability. However, in carrying out these services, there are still some obstacles faced by the officers so that it gives the impression to the assisted residents that there are some things about food and health services that are not optimal. The conclusion of this study is that food and health services for residents assisted by the class IIB Pasangkayu detention center are running effectively. It is hoped that related parties can improve the quality of food and health services to all assisted residents.

Keywords: Effectiveness, Service, Food, Health.



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INTRODUCTION

The development of crime has resulted in an increase in the number of convicts and correctional inmates (WBP) in various correctional institutions (Lapas) (Aschemann-Witzel et al., 2021; Fitzgerald et al., 2018; Thomas-Francois et al., 2017). For example, in the Pasangkayu Class IIB Detention Center (Rutan), which has a maximum capacity of accommodating 180 inmates, it now has to accommodate 254 inmates. The increasing number of residents has resulted in the condition of the Pasangkayu Class IIB Detention Center experiencing excess capacity. The overcrowding in the detention center means that rooms that should be sufficient to accommodate inmates in accordance with health standards are actually filled beyond their proper capacity. This condition

will of course result in the emergence of new problems in the Pasangkayu Class II Detention Center (Chhikara & Ahlawat, 2023; Pai et al., 2022; Zaganjor et al., 2019).

The dominant problem that occurs as a result of this condition is a decrease in the level of health of the inmates. Overcrowding in residential rooms not only results in a decline in the health of inmates, but also congenital diseases that the inmate already suffered from before he entered prison (Birisci & McGarvey, 2022; Fogarty et al., 2021; Sharma et al., 2022).

The increase in inmates in correctional institutions will definitely have a big impact on the provision of food for inmates, one of the impacts of which is causing the chefs (cooks) in the class IIB Pasangkayu Detention Center to be overwhelmed in providing a menu every day to suit the number of inmates there. As a result, there are often delays in providing food. This condition usually causes recurrence of stomach disease in some inmates. The menu that must be provided by the chef every day is the breakfast menu which is served at 07.00 with an average menu of rice, vegetables and eggs; lunch menu at 12.30 which includes an average menu of rice, vegetables, meat; and the dinner menu at 19.00 which includes an average menu of rice, vegetables and fish (Cluss et al., 2014; Sharma et al., 2023; Subramanian et al., 2021)

Procurement of goods and food services for inmates is carried out by auction as regulated in Presidential Regulation Number 54 of 2010 along with its amendments concerning Government Procurement of Goods and Services and special regulations regarding the procurement of food for prisoners, namely Minister of Law and Human Rights Regulation Number M. HH172.PL.02.03 of 2011 concerning Guidelines for Procuring Food Materials for Prisoners, Detainees and Correctional Students in Correctional Institutions and State Detention Centers within the Ministry of Law and Human Rights. Where the provision of food for inmates is carried out by a third party or CV.

Therefore, in carrying out the main tasks of Correctional Institutions through organizing activities in the field of health and care by providing food services according to nutritional standards for inmates who meet the requirements for nutritional adequacy, hygiene and taste as part of efforts to prevent the occurrence of disease and other health problems for inmates. Inmates (McKune et al., 2018; “Revisions to the Requirements Applicable to Blood, Blood Components, and Source Plasma. Department of Health and Human Services (HHS), Public Health Service (PHS), Food and Drug Administration (FDA). Direct Final Rule.” 1999; Strotmann et al., 2022).

In order to realize this, good standards are needed for the food delivery system, such as nutritional standards, portion standards, menu framework standards according to each region, as well as fuel usage and most importantly, budget planning regarding the food price index per person per day. Apart from that, it is necessary to improve the management system for food procurement for inmates in the above correctional institutions so that it can be implemented well (Roh & Park, 2019; Sorensen et al., 2021; Yoong et al., 2019).

In Articles 4 to 8 of Law Number 36 of 2009, Concerning Health, it is emphasized that health development basically concerns all aspects of community life and takes place for every individual, including those who are serving sentences (inmates) in correctional institutions (Ma & Ghiselli, 2016; Sari et al., 2022; Talwar et al., 2022).

In Article 14 letter d of Law Number 12 of 1995, concerning Corrections, it is stated that "Prisoners have the right to receive adequate health services and food". If the provision of health and food services runs well in accordance with the rules determined for the inmates, then this can create or foster a sense of wanting to do good, foster an attitude that is more responsive to their needs and provide protection for the rights of the inmates.

METHOD

The research carried out was descriptive research with a qualitative method or approach. In this research, informants were determined using a purposive sampling technique, which was chosen with certain considerations and objectives, who really mastered an object that the researcher was studying. To measure the effectiveness of food and health services in the Pasangkayu Class IIB Detention Center, indicators are used, including productivity, service quality, responsiveness, responsibility and accountability.

RESULT AND DISCUSSION

Productivity

Productivity is one of the indicators that is the basis for measuring employee performance in the organization. Productivity itself has the meaning of measuring the extent to which an employee's work activities quantitatively have results that are in line with what is expected, meaning that these work activities can provide good results and are beneficial for the organization and society, of course as customers of the organization. The concept of productivity not only measures the level of efficiency, but also the effectiveness of service. Productivity is defined as a functionary's ability to produce documents or data related to important information in the organization. According to Agus Dwiyantri in Pasolong (2014: 178-179), productivity not only measures the level of efficiency, but also measures the effectiveness of services and is generally understood as the ratio between input and output (9).

Based on the results of the interview above, the researcher is of the opinion that the productivity of the food service provided by the officers is good because it is fixed on time and adjusted to the meal schedule for prisoners, while the medical and health personnel at the class IIB Pasangkayu Detention Center are always ready to handle inmate patients.

Quality of Service

Service quality is very important in a government organization where service quality will be successfully developed if the services provided to the community receive recognition from the parties served by the Government. Service quality is generally a form of service provided by employees to the community as recipients of the service. In looking at service quality, research is needed in terms of speed, accuracy and fairness. This means that all levels of society can experience the best service.

In relation to services provided by officers at the Pasangkayu Class IIB Detention Center, service quality is defined as the ability of the Pasangkayu Class IIB Detention Center to provide services to inmates quickly, precisely and affordably.

Of course, good, fast and precise service is one of the conditions for a service to be considered quality. From the results of the interview above, it can be seen that the food service officers who work at the Pasangkayu Class IIB Detention Center continue to maintain their professionalism by providing friendly food service to inmates so that their work in serving food continues to produce good quality.

The quality of health services to prisoners is of course seen from the performance of the health workers involved in it, showing actions that try to provide the best service will give the prisoners a pretty good impression too. As stated by the informant above, working in the health services department is not an easy thing, but as health officers working in Class IIB Detention Centers, they are quite good at carrying out their duties even though there are various obstacles they face in providing services. These include inadequate health equipment, minimal availability of medicines, and the location of the hospital being far from the detention center.

Responsiveness

Responsiveness is an organization's ability to recognize and meet community needs. Low responsiveness, as shown by a mismatch between services and community needs, clearly indicates failure in carrying out its main duties and functions. According to Agus Dwiyanto (Pasolong, 2014: 178-179), namely the bureaucracy's ability to recognize community needs, set service agendas and priorities, and develop public service programs in accordance with community needs and aspirations .

Responsiveness, namely the ability of the Pasangkayu Class IIB Detention Center to recognize the food and health needs of inmates, prepare agendas, prioritize services, and develop food and health service programs according to needs.

It is known that food service officers try to provide a good response to complaints received from inmates. They also try to immediately improve or find solutions to resolve complaints they receive from prisoners so that, in this way, prisoners' complaints can be resolved immediately, this will of course provide satisfaction with the food service at the Pasangkayu Class IIB Detention Center.

From the results of the interview above, the informant explained that the medical and health officers at the Pasangkayu Class IIB Detention Center had tried to provide a good response to the inmates. This is demonstrated by giving prisoners the opportunity to provide whatever information they need regarding matters related to their health.

Responsibility

Responsibility is a very important aspect in assessing apparatus performance by looking at the implementation of services which must be in accordance with correct administrative principles

and in accordance with the policies and rules that have been established by the organization. According to Agus Dwiyanto (Pasolong, 2014: 178-179), it explains that the implementation of activities must be carried out in accordance with correct administrative principles and bureaucratic policies, both explicit and implicit. This responsibility explains more about whether the implementation of public organization activities is carried out in accordance with administrative principles that are in accordance with organizational policies.

Responsibility, namely explaining that the implementation of health and food service activities is in accordance with administrative principles based on government policy.

The results of the interviews show that food and health service officers have carried out their duties and responsibilities in accordance with administrative principles based on government policy because they comply with existing regulations and do not commit extortion.

Accountability

In performance appraisal, one important aspect is accountability. In the accountability aspect of public service products, technical and administrative requirements must be clear and accountable in terms of the quality and authenticity of the service product. Apart from that, work procedures and mechanisms must be simple and implemented in accordance with established provisions.

Accountability is the obligation of the Pasangkayu Class IIB Detention Center to provide accountability for food and health services to parties who have the right or authority to ask for information or accountability.

The results of the interviews show that food service officers have given responsibility for food service to parties who have the right or authority to ask for information or accountability through monthly reports or via the SDP application. Meanwhile, health service officers have given responsibility for food service to parties who have the right or authority to ask for information or accountability through monthly reports or via the SDP application.

Future Research Recommendation

It would be advisable to add additional food and health service personnel to balance the capacity of the number of prisoners. It is necessary to make proposals for assistance to other health agencies in the form of medical equipment and medicines.

CONCLUSION

Based on the research data, the researchers concluded that the implementation of food and health services for prisoners in the Pasangkayu Class IIB Detention Center has been running effectively according to the results of interviews with officers and inmates seen from indicators of productivity, responsiveness, responsiveness and accountability. However, in carrying out these

services there are still several obstacles faced by the officers, giving the prisoners the impression that there are several things regarding food and health services that are not optimal.

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