

OPTIMIZATION OF HEALTH SERVICES FOR PRISONERS BY THE PEMATANGSIANTAR CLASS IIA CORRECTIONAL INSTITUTION



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ABSTRACT

This study aims to evaluate the quality of healthcare services provided in Pematangsiantar Class IIA Penitentiary and to identify potential optimization efforts. Employing a qualitative approach, this research involved observations, interviews, and document analysis. The findings indicate that, overall, the healthcare services in the penitentiary have met minimum standards. The dimensions of reliability and responsiveness were assessed as fairly good, reflected in the availability of healthcare personnel and the speed of response to inmate needs. However, several aspects require improvement, particularly related to the dimensions of tangibles (facilities and equipment), assurance (quality assurance), and empathy (care). Limitations in facilities and infrastructure, as well as the need to enhance staff capacity in providing more personalized services, are the main challenges. This study suggests the need for increased investment in healthcare facilities, ongoing training for staff, and active involvement of inmates in the evaluation and improvement of services.

Keywords: Quality; Service; Health; Prison; Inmate



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INTRODUCTION

The Directorate General of Corrections oversees Correctional Institutions as a technical implementing unit. The task of the Correctional Institution as stated in Law Number 22 of 2022 is as a place to provide coaching programs for correctional inmates and correctional students. The coaching program aims to be a means of developing or educating correctional inmates whose behavior will change once they leave prison and be accepted back into society. But in the implementation of this coaching there were several problems that hampered the progress of the coaching so that the progress was not optimal. One example of the problem is the number of correctional inmates exceeding capacity in prisons (over capacity). This results in the provision of facilities and services provided to correctional inmates being less than optimal

Regarding prisons experiencing overcapacity, it is not far from the problem of health services provided to correctional inmates. With 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 Correctional Service Standards. In areas related to health services, there is a Decree of the Director General of Corrections which explains the mechanisms, systems and procedures for health services in prisons and detention centers.

Correctional principles include providing and improving facilities capable of supporting the rehabilitation, correctional and educational functions of the correctional system. Facilities within prisons must be the same as facilities outside society, and there must be no differences just because someone has been sentenced. Correctional Institutions (Lapas) are places where prisoners are trained with the aim of rehabilitation and social reintegration. One important aspect of this development is the fulfillment of basic rights, including the right to adequate health services. However, in many prisons in Indonesia, including the Class IIA Pematangsiantar prison, overcapacity is a serious problem. The number of inmates that far exceeds the ideal capacity causes various problems, one of which is the low quality of health services.

Table 1
Data on disease screening participants for January 2024

No	KIE Type	Inmate			Prisoner		
		M	F	Child	M	F	Child
1	PHBS	14			33		
2	Respiratory Disease	517			120		
3	Body Pox/Small Pox	13			21		
4	Digestive Disease	55			24		
5	Nerve disease	46			36		

Source: Pematangsiantar Class IIA Penitentiary, 2024

Based on the data obtained, the number of inmates at the Class IIA Pematangsiantar Prison has reached twice the ideal capacity 1,679 people from the supposed capacity of 600 people. This condition causes health services to not run optimally. Limited health facilities and a lack of medical personnel means that inmates often do not receive adequate health services. However, optimal health services are very important to maintain the physical and mental health of inmates which will ultimately affect their rehabilitation process.

Table 2
The Number of Capacities in Prisons

Year	Number of Technical Implementing Units	Number of Residents	Capacity	Over Capacity
2021	521	255,380	135,647	88 %
2022	523	265,648	135,647	96 %
2023	525	249,139	135,647	84 %

Source: Pematangsiantar Class IIA Penitentiary, 2024

Based on the data in Table 2, every year there is an increase in the number of residents in the Technical Services Unit, so it is difficult to control the situation in prisons and detention centers. The lack of adequate personnel and health infrastructure means that the provision of health services in prisons and detention centers is not yet optimal, this is made worse by the condition that occurs in almost all prisons and detention centers in Indonesia, namely excess capacity.

In addition, unhealthy environmental conditions due to excess capacity increase the risk of the spread of infectious diseases in correctional institutions. The Directorate General of Corrections has set health service standards through Decree of the Director General of Corrections No. PAS-32.PK.01.07.01 of 2016, but implementation in the field is still not in accordance with standards. Therefore, optimization efforts are needed so that health services in the Class IIA Pematangsiantar prison can run more effectively and fulfill the basic rights of inmates. Based on these problems, this research was conducted to evaluate and find optimal solutions to improve health services for inmates at the Class IIA Pematangsiantar prison.

LITERATURE REVIEW

The existing literature on prison health services highlights the challenges faced by correctional institutions in providing adequate healthcare to inmates. Several studies have explored the legal and human rights frameworks that mandate healthcare provisions for inmates, focusing on the barriers such as overcrowding and insufficient resources.

A study by Hadifa et al. (2020), revealed significant barriers to healthcare, including overcrowding in prisons, which aligns with the current research that seeks to optimize healthcare services within correctional facilities. However, the primary focus of the 2020 study was on the legal implementation of health rights, while the current study emphasizes service quality and the health care provided by medical staff

Another relevant work is the study by Fadilah and Muhammad (2016), which examined how to ensure the provision of healthcare to inmates under crowded conditions. Similar to the current research, this study used a qualitative methodology and highlighted key issues like the shortage of healthcare personnel and insufficient health facilities. However, the study's focus on policy implementation contrasts with the current research's emphasis on optimizing service delivery within a specific correctional setting.

Moreover, Parasuraman, et al. (1988) contend a Servqual Model that is a critical framework in evaluating healthcare services. The Servqual Model introduces five

dimensions of service quality: tangibles, reliability, responsiveness, assurance, and empathy. These dimensions serve as a basis for evaluating the quality of healthcare services delivered to inmates, providing a comprehensive view of the gaps between inmate expectations and the actual services received. This model is highly relevant to the current study, as it allows for a structured analysis of healthcare service optimization at the Pematangsiantar Correctional Facility.

These studies provide essential insights into the broader context of prison healthcare, focusing on both policy-level analyses and practical service delivery challenges. The current research builds upon this foundation by integrating the Servqual model to specifically assess and optimize healthcare services for inmates at the Pematangsiantar facility, addressing the urgent need for improvements in both infrastructure and personnel resources.

METHOD

This study employs a qualitative descriptive approach to investigate the optimization of healthcare services for inmates at the Pematangsiantar Class IIA Correctional Facility. The qualitative method is chosen because it allows researchers to explore social phenomena with complexity and in-depth interaction between subjects.

The research design is descriptive, aiming to give a comprehensive overview of the existing reality concerning the health services provided to inmates. This design offers flexibility in capturing the nuances of the research subject, allowing the researcher to describe the phenomena in their natural context.

Data was obtained directly through field observations, interviews, and documentation within the correctional facility. This includes personal notes, interviews with healthcare providers, and documentation during the research period. Data collected from existing literature, including relevant books, theses, and scientific journals that support the primary data and provide additional context for the research.

Data were gathered through several methods; observation, which is a non-participant observation method, was used, meaning the researcher observed without directly engaging in the activities being studied. Observations focused on the behavior and interactions between healthcare staff and inmates, as well as the facilities and resources available for healthcare services. Semi-structured interviews were conducted with key informants, including healthcare personnel and inmates, to gain insights into the challenges and opportunities in optimizing healthcare services. Various documents, such as official reports and healthcare records, were analyzed to provide additional evidence regarding the state of healthcare services in the facility.

Data were analyzed using Miles and Huberman's model (Sugiyono, 2013), which includes three main steps:

1. Data Reduction: Simplifying and selecting the most relevant data from the collected observations, interviews, and documents.
2. Data Presentation: Organizing the data into a coherent structure, using tables and narratives to make the findings more accessible and interpretable.
3. Conclusion and Verification: Drawing conclusions from the data analysis and verifying these conclusions through cross-checking with other data sources.

This methodology is designed to provide a detailed, qualitative understanding of how healthcare services can be optimized in an overcrowded correctional facility.

RESULTS AND DISCUSSION

The study utilized the Servqual (Service Quality) framework, developed by Parasuraman, Zeithaml, and Berry, to evaluate the quality of healthcare services provided at the Pematangsiantar Class IIA Correctional Facility. This framework, widely recognized for measuring customer perceptions of service quality, focuses on five key dimensions: Tangibles, Reliability, Responsiveness, Assurance, and Empathy.

Tangibles

The results of the study highlight that the Tangibles dimension, which includes the physical facilities, equipment, and the overall environment, plays a significant role in shaping inmates' perceptions of service quality. While there are positive initiatives such as TB and HIV screening programs, the lack of adequate healthcare equipment has been a recurring issue. Inmates have expressed concerns about the insufficient medical equipment, and the healthcare staff confirmed these limitations, emphasizing the challenges they face in providing optimal care. In many cases, patients with serious conditions had to be referred to external hospitals due to these resource constraints.

Reliability

The Reliability of healthcare services at the facility was generally perceived as positive. The facility has shown a strong commitment to maintaining healthcare services by employing adequate medical staff, including doctors and nurses. Structured procedures for healthcare delivery ensure consistency in services, such as regular health education and established medical protocols, ensuring that every inmate receives proper care and information.

Responsiveness

In terms of Responsiveness, healthcare staff at the Pematangsiantar facility were praised for their promptness and attentiveness to the needs of inmates. Interviews revealed that staff respond quickly to health-related issues, and the availability of a 24-hour healthcare system was cited as a major strength. This system ensures that medical emergencies can be addressed promptly, preventing delays that could worsen inmates' health conditions.

Assurance

Assurance, or the ability to inspire trust and confidence, was another critical aspect of the healthcare services. The facility has implemented measures such as informational posters and open communication between healthcare staff and inmates, which has enhanced transparency. This openness has helped build trust among the inmates, who now have a clearer understanding of their healthcare rights and procedures. The study also noted that the Director General of Corrections' Decree No. PAS-32.PK.01.07.01 of 2016 provided a solid framework for ensuring that healthcare services meet established standards.

Empathy

The Empathy dimension, reflecting the staff's care and attention to individual needs, has also seen positive developments. The facility has implemented ****daily feedback mechanisms****, encouraging inmates to share their concerns about healthcare services. While this is a positive step towards patient-centered care, the study found that there is still a need for ****greater follow-up on inmate feedback****, ensuring that their

suggestions lead to real improvements in service quality.

Table 3
Detailed Analysis by Dimension

Dimension	Description
Tangibles	Cleanliness Availability of treatment rooms, isolation rooms, etc. Availability of examination and treatment equipment
Reliability	Number of doctors, nurses, pharmacists Clarity of procedures, waiting time
Responsiveness	Speed in responding to patient needs Availability of 24-hour on-duty staff
Assurance	Availability of information on services, patient rights Collaboration, coordination
Empathy	Attention to patient needs Availability of complaint channels
Medical Service	Screening, treatment, rehabilitation Ease of access
Public Health Service	Focus on disease prevention materials Health promotion programs

Source: Data analyzed, 2024

Further analysis shows that one of the main obstacles in optimizing health services based on the interview data presented, the problem of health services at the Class IIA Penitentiary in Pematangsiantar can be formulated into three main points: limited facilities and infrastructure, an overloaded number of inmates, and inadequate service. health. These three factors are interrelated and form a cycle that is difficult to break if there is no comprehensive intervention.

Limited facilities and infrastructure are the most basic root of the problem. The lack of complete medical equipment and adequate facilities directly hinders the provision of optimal medical services. This condition is exacerbated by the overloaded number of prisoners, so that the workload of health workers becomes very heavy. As a result, the health services provided are less than optimal both in terms of quality and quantity. The synergy between these three factors creates a vicious circle. Limited facilities and infrastructure make it difficult for officers to provide good service to the large number of prisoners. This condition then impacts the quality of life of prisoners and slows down their recovery process.

The implications of this problem are very broad. Apart from having an impact on prisoners' physical health, this condition can also have an impact on their mental health. Stress due to health conditions that are not handled properly, combined with a limited environment, can trigger various psychological problems.

The analysis has identified several main obstacles to health services at the Class IIA Pematangsiantar prison, namely lack of facilities and infrastructure, an overloaded number of inmates, and inadequate health services. These obstacles are interrelated and have a significant impact on the quality of life and rehabilitation process of prisoners.

To overcome this problem, comprehensive efforts are needed involving various parties. First, it is necessary to gradually improve health facilities and infrastructure. This can be done through procuring the necessary medical equipment, improving

existing facilities, and building new health facilities if necessary.

Second, it is necessary to increase the number of competent health workers who have relevant specializations. Third, it is necessary to optimize the use of existing budgets for health. Fourth, there needs to be closer collaboration between correctional institutions and related agencies, such as health services and hospitals, to improve the quality of health services for prisoners. Fifth, it is necessary to carry out regular evaluations of the implementation of health services to identify new obstacles and make necessary improvements.

By implementing the steps, it is hoped that the quality of health services at the Pematangsiantar Class IIA Correctional Institution can be improved significantly. This will not only benefit the health and well-being of prisoners, but also contribute to their social development and reintegration efforts.

CONCLUSION AND SUGGESTION

The conclusions of this research have highlighted several critical areas that need to be improved in the health services provided to inmates at the Class IIA Pematangsiantar Penitentiary. Despite laudable efforts, such as regular health checks and availability of medical personnel, significant gaps remain in terms of physical infrastructure, equipment and capacity to address complex health needs. These findings underscore the need for a more comprehensive approach to health care in correctional settings, one that prioritizes prevention, early intervention, and culturally appropriate care.

To address these challenges, it is recommended that the agency invest in additional medical equipment, expand mental health services, and build stronger partnerships with external health care providers. In addition, regular health service quality assessments need to be carried out to monitor progress and identify emerging problems. By implementing these recommendations, the Pematangsiantar Class IIA Penitentiary can move towards providing a higher standard of health services for its inmate population and align with international best practices in correctional health services.

Based on the results of this research, it is recommended that the Pematangsiantar Class IIA Correctional Facility take concrete steps to improve the quality of healthcare services. This can be achieved through the following measures:

1. **Increase Resources:** Allocate more budget for medical equipment and improve healthcare facilities to ensure comprehensive care for inmates.
2. **Additional Healthcare Personnel:** Increase the number of qualified healthcare staff, especially those with relevant specializations to meet the healthcare demands of the overcrowded facility.
3. **Collaboration with External Health Institutions:** Strengthen partnerships with hospitals and public health institutions to provide more extensive health services.
4. **Periodic Evaluation:** Implement regular assessments of the healthcare system to monitor progress and identify emerging issues. This will help ensure that the services provided align with the standards and meet the inmates' needs effectively. By applying these recommendations, the Pematangsiantar Class IIA Correctional

Facility can significantly improve its healthcare services, benefiting the physical and mental well-being of inmates while supporting their rehabilitation and social reintegration.

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