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## Evaluation of the achievements of community health center work program indicators for community health and development

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### Abstract

**Background:** This evaluation research is essential as community health plays a crucial role in ensuring the well-being and productivity of a community. Assessing the performance of community health centers in community health development efforts is vital to understand the extent to which various programs and initiatives have achieved their goals and to identify areas that require improvement. Evaluation data provide a clear picture of the effectiveness and efficiency of various activity components, aiding stakeholders, including the government, healthcare institutions, and the community, in making informed decisions when designing, implementing, and enhancing community health programs.

**Purpose:** To assess and analyze the performance of community health development efforts in various activity components, such as community dental health, traditional health practices, sports health, occupational health, and pilgrimage health.

**Method:** This research adopts a qualitative approach with a focus on evaluating the performance of community health efforts at public health centers Keruak, East Lombok Regency. Data collection involves analyzing the performance assessment results, coverage data and performance levels of activity components like community dental health, traditional health practices, sports health, occupational health, and pilgrimage health. Research methods include observing the implementation process of programs, conducting interviews with healthcare personnel, public health centers managers, and the local community. Data analysis is conducted qualitatively by detailing the achievements and challenges faced in each activity component.

**Results:** The results of community health development efforts reflect diverse achievements in several activity components. Community dental health efforts exhibit good performance with a coverage rate of 95.0%, while traditional health practices show less satisfactory performance, reaching only 40.0%. Sports health demonstrates good performance (98.3%), while occupational health exhibits less satisfactory performance (73.1%). Pilgrimage health efforts achieve 100% coverage, indicating good performance. However, the overall average performance of these activity components falls into the 'sufficient' category (81.28%). Evaluation and improvement are crucial, especially for components with less satisfactory performance, to enhance the overall effectiveness and efficiency of community health development efforts.

**Conclusion:** Development efforts indicates significant variation among activity components. While community dental health and pilgrimage health efforts achieve good performance, challenges exist in traditional health practices and occupational health, displaying less satisfactory performance. Sports health efforts demonstrate good performance, and the overall average performance falls within the 'sufficient' level. Therefore, in-depth evaluation of components with less satisfactory performance is necessary, focusing on increasing community participation and improving infrastructure. Recommendations include enhancing information and education regarding traditional health practices and creating a supportive working environment for health. These efforts are expected to enhance the overall effectiveness and efficiency of community health development initiatives.

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**Suggestion:** Based on the performance results of community health development efforts, several recommendations can be proposed to enhance the effectiveness and efficiency of health programs. Concrete steps, such as improving information and education regarding traditional health practices, can increase community acceptance of these efforts. In addition to improving recommendations for community health programs, further research should aim to focus on aspects that support sustainable development.

**Keywords:** Community Health Centers; Community Health Efforts; Health Programs; Performance Evaluation.

## INTRODUCTION

Public health centers are technical implementation units of the district health office responsible for conducting health development in a specific working area. Public health centers function as the focal point for health-oriented development, family and community empowerment, and primary-level health services (Wright, 1997). It serves as the frontline in health development, playing a significant role in achieving health development goals (Liu, Huang, Fan, Liang, Lou, & Zhang, 2019). Equipped with management instruments such as public health centers level planning, Mini Public health centers workshops, and Public health centers Performance Assessment and Resource Management, these activities aim to enhance the quality of health services to the community (Chen, Lee, Horng, & Huang, 2021). Given the crucial role of public health in regional development, Public health centers, as a primary-level institution for community health services, plays a strategic role in implementing community health efforts (Wildgen & Denny, 2020). Including those related to community health development (Zhaoxin, Shi, Lu, Xu, Liu, Jin, & Han, 2019). These efforts encompass various activities such as health promotion, disease prevention, and improving access to health services.

Public health is a crucial and strategic aspect of community development, extending beyond individual physical aspects to encompass social, economic, and environmental dimensions (Pourat, Chen, Lu, Zhou, Hair, Bolton, & Sripipatana, 2022). Optimal public health conditions form the foundation for sustainable economic growth and overall quality of life improvement. Economically, healthy communities have higher productivity potential, reduce health care costs, and strengthen a nation's competitiveness and economic resilience (Shi & Stevens, 2023).

Socially, public health establishes the basis for strong and inclusive social relationships. Furthermore,

public health efforts involve health promotion, disease prevention, and improving access to health services, all of which are preventive and proactive. These efforts not only reduce the burden of disease but also extend life expectancy and enhance the overall quality of life (Boston, Larson, Shepler, O'Connor, Sperl-Hillen, Hauschildt, & Gold, 2023). Addition to social and economic impacts, public health also encompasses environmental aspects by maintaining ecosystem balance and preventing the spread of zoonotic diseases. By prioritizing public health, we create a solid foundation for sustainable development, achieving sustainable development goals, and improving the overall well-being of the community. Therefore, the development of effective public health policies and program implementation becomes a crucial step in ensuring a healthy and sustainable future for a community.

Despite various efforts to improve public health, challenges persist in various regions, including East Lombok Regency. Factors influencing public health center performance include various aspects such as human resources, health facilities, inter-agency coordination, and community participation (Richard, Gauvin, Gosselin, Ducharme, Sapinski, & Trudel, 2008). Therefore, a comprehensive analysis of these aspects is considered necessary to understand barriers and potential solutions for improving the effectiveness and efficiency of community health efforts (Topmiller, McCann, Hoang, Rankin, Grandmont, Pelzer, & Sripipatana, 2023). To assess the performance of public health centers, a comprehensive evaluation is required (Hatch, Smith, McBurnie, Quach, Mayer, Dunne, & Cottrell, 2018; Guastafarro, Sheldrick, Nunez-Pepen, Ortiz, Much-Hichos, Trieu, & Feinberg, 2023). Hence, an in-depth analysis of public health center performance in the aspects of community health development efforts is necessary. Performance assessment of public health

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centers is an effort to evaluate the results of the health center's work/achievements (Rezaee, Moini, & Asgari, 2012; Liu, Liu, Huang, Shi, Chen, Yang, Yang, Zhang, & Wang, 2019).

This research introduces novelty by focusing on evaluating public health center performance in implementing community health development efforts in East Lombok Regency. Involving various theories such as Public Health Service Theory, Community Development Theory, and Health System Theory, this research details crucial aspects such as human resources, health facilities, inter-agency coordination, and community participation. The Public Health Service Theory provides a foundation for evaluating how public health centers can provide effective and efficient health services to the community (Aspinall, Slark, Parr, Pene, & Gott, 2024; Panaso, 2024).

In the context of community health development efforts, this theory helps identify success and challenges in health promotion, disease prevention, and primary health care aspects (Kim, Jang, Chin, Hur, & Lee, 2022 ; Kett, Bekemeier, BHerling, & Altman, 2022; Walters, Sharma, Boyce, & Harrison, 2023). The Community Development Theory offers insight into the role of the community in the development process (Carlisle, 2010; Gantner & Olson, 2012). By considering active community participation, this research can explore the extent to which community involvement supports or limits the achievement of community health development goals undertaken by public health centers. Community participation can be key to the sustainability of health programs (Kennedy, Gonick, Meischke, Rios, & Errett, 2019; Lough, Tiessen, & Lasker, 2018). Furthermore, the Health System Theory provides a framework for analyzing the complex interactions between health system components, such as human resources, infrastructure, and policies (Butler, 2023; Liverani, Phongluxa, Phommason, Chew, Chandna, Pongvongsa, & Lubell, 2024). By detailing how these elements are interconnected, this research can identify factors that may influence public health center performance and provide recommendations for overall system improvement (Wang, Yang, Zheng, & Yuan, 2024).

Regarding human resources, the Human Resources Theory in Health Organizations offers insights into the importance of effective human resource management in supporting public health

center performance (Susanti, Handoyo, Ernawaty, & Hendriani, 2023 ; MacGregor & Ross, 2024; Twineamatsiko, Mugenyi, Kuteesa, & Livingstone, 2023). By understanding the motivation, performance, and job satisfaction of health personnel (Bulhões, Bellas, Arcuri, de Carvalho, & Jatobá, 2022). this research can provide a deeper understanding of factors influencing the achievement of community health development goals. Through the integration of these various theories, the research is expected to make a substantial contribution to formulating evidence-based recommendations and improvement strategies to strengthen the community health system in East Lombok Regency, thereby enhancing the effectiveness of community health development efforts at the local level.

This research is highly relevant and important in the context of improving the community health system in East Lombok Regency. Community health development efforts are a key strategy in enhancing community well-being holistically (Jarvis, Smith, Sandhu, Mac-Seing, O'Neill, Rosella, & Pinto, 2023). East Lombok Regency, like many regions in Indonesia, faces various public health challenges involving complex factors such as sanitation, dietary patterns, and accessibility to health services. Analyzing public health center performance in the aspect of community health development can significantly contribute to evaluating the effectiveness of implemented health programs. By understanding the extent of public health center performance, weaknesses and barriers hindering goal achievement can be identified (Pobas, Nazaruddin, Palutturi, Russeng, & Mallongi, 2023).

The findings of this research can serve as a basis for improving the local health system, detailing areas that require improvement, including human resource management, health infrastructure, and cross-sector coordination. Additionally, the importance of this research is related to the formulation of more accurate and targeted policies (Udekwe et al., 2023).

## RESEARCH METHOD

This research focuses on an in-depth exploration of the performance of community health efforts at the Keruak Public Health Center, East Lombok Regency. The study is designed using a qualitative research design. The research location was intentionally selected at the public health center due to its role as

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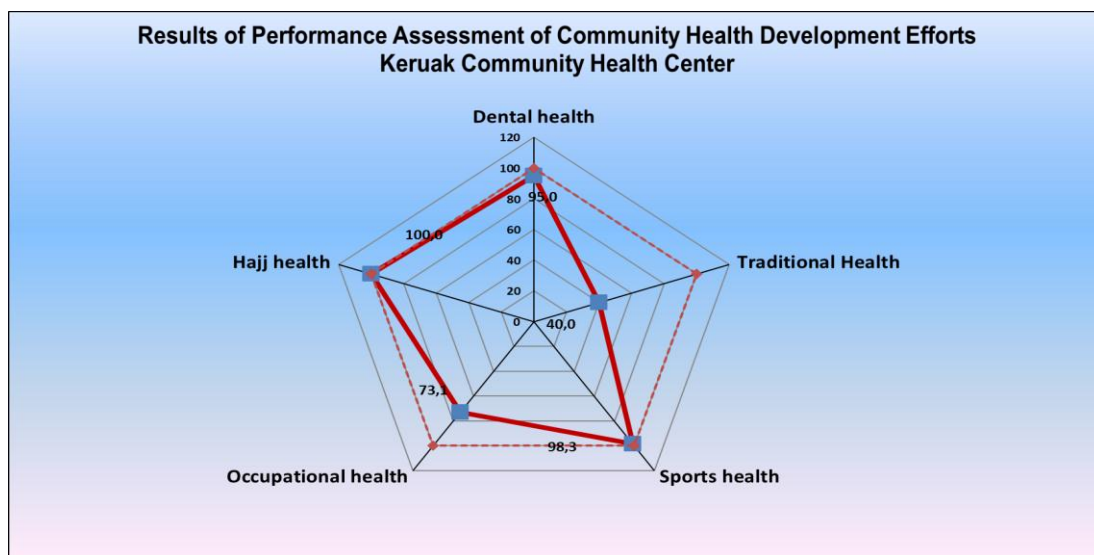
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the center for community health activities at the local level. The research subjects involve health personnel, the health center manager, and the local community members who are either involved or affected by health programs at public health center. Data collection is conducted through various techniques, including the analysis of official documents such as the results of the health center's performance assessment, program reports, and related policies. The program implementation process at the health center is observed directly through observational techniques, enabling an in-depth understanding of the dynamics and challenges that arise. Additionally, in-depth interviews are conducted with health personnel, the health center manager, and community representatives to gain diverse and profound perspectives. The collected data will be qualitatively analyzed using a thematic and pattern approach. Triangulation will be employed to ensure data validity by comparing and confirming findings from various data sources. The entire research will be conducted

while considering research ethics principles, including participant consent and anonymity in reporting results. By gathering data through this qualitative approach, the research is expected to provide a profound understanding of the performance of community health efforts. The results of this research will serve as a foundation for formulating concrete and relevant recommendations, expected to guide the improvement of community health programs at the local level and contribute to broader health research and policy.

**RESEARCH RESULTS**

There are five aspects that are part of the performance of Community Health Development Efforts at Keruak public Health Center. These five aspects include community dental health efforts, traditional health, sports health, occupational health, and pilgrimage health. The evaluation results for these five aspects can be presented as follows.



**Figure 1:** Graph of the Performance Achievement of Community Health Development Efforts

Based on the performance achievement graph in Figure 1, Community Health Development Efforts, exhibit diverse performance levels. Public Dental Health Efforts stand out with good performance, achieving a coverage rate of 95.0%. Traditional Health shows less satisfactory performance with a coverage rate of 40.0%, where Independent Care and traditional health improvements in the village still require enhancement. Sports Health, at 98.3%,

highlights effective fitness development for various groups, including the elderly, pregnant women, and prospective Hajj pilgrims. Occupational Health, although reaching 73.1%, indicates some shortcomings, particularly regarding meeting fire extinguisher standards and training pos occupational health efforts Meanwhile, Hajj Health achieves good performance with 100% coverage of coaching and tracking prospective Hajj pilgrims.

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**Table 1. Analysis of the Performance of Community Health Development Efforts**

<b>Components of Community Health Development Activities</b>	<b>Coverage Results (%)</b>	<b>Performance Level</b>
Community Dental Health Efforts	95.0	Satisfied
Traditional Health	40.0	Unsatisfied
Sports Health	98.3	Satisfied
Occupational Health	73.1	Unsatisfied
Haji Health	100	Satisfied
<b>Average Performance</b>	<b>81.28</b>	<b>Neutral</b>

The analysis presented in Table 1 illustrates the performance results of several components of activities within the community health development efforts. Firstly, community dental health efforts achieved a coverage result of 95.0%, indicating a satisfied performance level. This component reflects community awareness and participation in maintaining their dental health. Traditional health, with a coverage result of 40.0%, is deemed unsatisfied in its performance level. This indicates the need for increased understanding and community participation in traditional health practices. Furthermore, sports health efforts achieved a coverage result of 98.3%, considered satisfied. This suggests an interest and participation of the community in sports activities that can support their health. Occupational health demonstrated an unsatisfied performance level with a coverage result of 73.1%. This indicates challenges in creating a work environment that supports employee health. Additionally, haji health efforts achieved a coverage result of 100%, reflecting a satisfied performance level. This indicates the successful implementation of the health program related to haji, reaching all pilgrims effectively. In essence, the overall average performance of these activity components is at a neutral level, specifically 81.28%. However, there is still a need for evaluation and improvement in components with less satisfactory performance levels to enhance the effectiveness and efficiency of the overall community health development efforts.

## DISCUSSION

Based on the performance analysis of Community Health Development Efforts at Keruak Community Health Center, East Lombok Regency, a diverse range of performance levels is observed across

several activity components. The overall average performance is 81.28%, categorized as moderate. Nevertheless, evaluation and improvement are still necessary for components with less satisfactory performance to enhance the effectiveness and efficiency of community health development efforts overall. Improvement measures may involve increasing community participation, enhancing understanding of traditional health practices, improving Occupational Health infrastructure, and strengthening information and education strategies, especially for components requiring further attention. This in-depth evaluation can serve as a foundation for refining programs and policies to better support the achievement of health development goals at the local level.

In the context of theories, these analysis results can be related to the Community Health Service theory, where performance levels reflect the effectiveness of promotion and disease prevention efforts (Kett et al, 2022; Walters et al., 2023). Community Development Theory highlights the need to build community capacity to improve their health (Phibbs, Kenney, Severinsen, Mitchell, & Hughes, 2016). while the Health System Theory emphasizes the interconnectedness of components in community health efforts (Al-Abdulla, Ekzayez, Kallström, Valderrama, Alaref, & Kauhanen, 2023). Finally, the Human Resources Theory in Health Organizations can be used to evaluate and improve management aspects that can enhance employee well-being and occupational health effectiveness (Martinelli, Scatena, Castro, Soares, Charbel, Souza, & Souza, 2023). A holistic approach encompassing all these theories can provide a comprehensive view to strengthen community health development efforts overall (Krska & Mackridge, 2014). Continuous

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evaluation and sustainable improvement need to be integrated to ensure continuity and enhanced quality of community health services.

To enhance the performance of the Community Health Center, particularly in the development of the Community Health Unit, several strategies can be implemented. Firstly, there is a need for increased education and advocacy related to traditional health, which has a less satisfactory performance level of 40.0% (Zhou, Tan, Lai, Chen, Cai, Yin, & Yang, 2022). Through intensive educational campaigns, the community can gain a better understanding of traditional health practices, thereby increasing their participation. Furthermore, the prevention and promotion of community dental health programs need to be strengthened by actively involving the community, ensuring optimal coverage.

The development of community capacity is a key aspect, where training and capacity development programs can be conducted to strengthen active community participation in community health efforts (Davodi, Zendehtalab, Zare, & Vashani, 2023). In the context of community health development, collaboration with relevant institutions, including community health organizations, can be enhanced. This will create better synergy in providing broader and more accessible health services to the community. It is also important to implement workplace environmental improvement strategies in the context of community health development. Comprehensive evaluations of workplace safety and health aspects need to be conducted, focusing on creating a work environment that supports the well-being of employees working in community health efforts. Occupational health programs involving employees can help improve well-being and motivation, contributing to the improvement of community health efforts.

The utilization of information technology can also be a solution to enhance system efficiency within community health development. A well-established information system can assist in data management, reporting, and coordination among health services (Bernburg, Groneberg, & Mache, 2019). This can improve accountability and enhance the efficiency of administrative processes. Collaboration with private entities and other external parties can also be strengthened to support community health development programs. These partnerships may

include funding provision, training, or other resources that can help improve the quality of health services provided by community health efforts. A holistic approach involving community participation, capacity building, and strengthening infrastructure as well as human resources within community health efforts is the key to success in improving the effectiveness and efficiency of community health services (Richard et al., 2008). Continuous evaluation and adaptation of solutions tailored to local needs are also essential for maintaining continuity and sustainable improvement.

## CONCLUSION

The performance results of community health development efforts reflect diverse achievements across several activity components. Community dental health efforts show good performance with a coverage result of 95.0%, while traditional health performance is less satisfactory, reaching only 40.0%. Sports health demonstrates fairly good performance (98.3%), whereas occupational health exhibits less satisfactory performance (73.1%). Health pilgrimage efforts achieve full coverage results of 100%, indicating good performance. However, the overall average performance of these activity components falls into the moderate category (81.28%). Evaluation and improvement are needed for components with less satisfactory performance to enhance the effectiveness and efficiency of community health development efforts overall. Despite the good performance in community dental health and health pilgrimage efforts, challenges exist in traditional health and occupational health, which show less satisfactory performance. Therefore, an in-depth evaluation is required for components with less satisfactory performance, focusing on improving community participation and infrastructure.

## SUGGESTION

Based on the performance results of community health development efforts, several recommendations can be proposed to enhance the effectiveness and efficiency of health programs. Concrete steps, such as improving information and education regarding traditional health practices, can increase community acceptance of these efforts. In addition to improving recommendations for community health programs, further research should aim to focus on aspects that support sustainable development. Firstly, it is crucial

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to involve more in-depth research to understand the social, cultural, and economic factors that can influence community participation in health programs, especially in components with less satisfactory performance. Furthermore, further evaluation is needed regarding the effectiveness of implemented information and education strategies and to what extent they impact increased community participation. Subsequent research can also explore the potential impact of implementing technology and innovation in enhancing the coverage and performance of health programs, especially in the areas of traditional health and occupational health.

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