

Resilience of health workers in improving the quality of digital-based services: an Islamic community development perspective

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Abstract: The government is currently encouraging the use of digital technology to improve the quality of health services as a whole. Digital technology has the potential to optimize public health services by increasing efficiency, accessibility, and quality of service. However, along the way, digital-based health services are not easy to implement, there are changes in the work culture of the organization and resistance from users. In this case, resilience is needed, namely the ability of individuals to adapt to environmental changes, survive pressure and challenges, or the ability to overcome difficulties faced, especially in the face of continuous change in the context of a digital health service system. The resilience of health workers not only includes technical aspects, but also ethical values that are in accordance with Islamic teachings. From the perspective of developing an Islamic society, the quality of service must be in line with Islamic ethical and moral values. The purpose of this study is to describe how resilience impacts on improving the quality of digital-based services with a special emphasis on the Islamic community development approach. This study uses a descriptive qualitative method. Data were collected through in-depth interviews with health workers who provide digital-based services, and patients who receive services in outpatient installations, as well as observation and documentation. The results of the study indicate that the resilience of health workers can make a positive contribution to the quality of digital-based health services. The digitalization program can be optimized by implementing the stages of Islamic community development. The community is greatly helped to obtain health services. The novelty of this article lies in the combination of the concept of health worker resilience with the Islamic community development approach in improving the quality of digital-based health services.

Keywords: Digital Based Services; Health Workers; Islamic Community Development; Resilience.

Introduction

The use of digital technology in healthcare has grown rapidly in recent years, having a significant impact on the way healthcare workers provide services to the public. Digital transformation in healthcare not only brings efficiency and ease of access, but also poses new challenges that healthcare workers need to overcome. To meet these challenges, the hospital sub-sector on behalf of the government must strive to improve the quality of healthcare services, including; a) Preventing harm during treatment aimed at helping patients; b) Providing useful and scientifically based information; c) Providing responsive, communicative services, understanding and respecting the wishes of patients; d) Being able to provide services quickly, accurately and satisfactorily; e) Providing fair services regardless of race, gender and social status; f) Providing equal and coordinated services by all parts of the hospital; g) Availability of physical and non-physical facilities and infrastructure (Tjiphanata & Tumewu, 2024). Some of these things can be facilitated by digitalizing health services. However, along the way, the implementation of digital services faces various obstacles. Among the obstacles is where resistant users find it difficult to adapt to the new system. There has been a change in work culture, from initially writing by hand in medical record files, now having to enter, using technology (computers). Therefore, to improve digital-based health services, resilience is needed from health workers as users.

Resilience can be defined as an individual's ability to adapt to environmental changes or the ability to overcome the difficulties they face. A person's resilience is determined by individual factors, positive emotions, self-esteem, spirituality, social support, family, community (Handayani & Achadi, 2022). This article aims to explore how health worker

resilience can be key to improving the quality of digital-based health services, taking into account the perspective of Islamic community development.

The quality of health services is not only seen from the technical aspect, but also from an ethical and moral perspective. In an increasingly digitalized society, where health information can be accessed quickly through online platforms. There are many conveniences that can be obtained in the current digital era. According to Apriliyana et al., (2021) thanks to the sophistication of information and communication technology in this digital era, the health information service system has also become increasingly developed. The rapid development of information technology has spread to various sectors including health, it is not surprising that many people use technology in their daily lives or even depend on digital technology. The resilience of health workers is an important foundation to ensure that the services provided, even through digital, remain in accordance with ethical standards and moral values recognized by society.

In this context, the perspective of Islamic community development adds a special dimension to the understanding of health worker resilience. Islamic ethical values such as justice, honesty, and concern for patients can provide a solid foundation in developing health worker resilience in digital-based health services. Therefore, this study will explore more deeply how health worker resilience can be strengthened by considering Islamic values, with the hope of providing practical guidance for health workers and policy makers.

By presenting this perspective, this article is expected to contribute to the understanding of the resilience of health workers in facing challenges and opportunities in improving the integrity and quality of digital-based health services, which are in line with the values of Islamic society.

Method

The type of research used in compiling this dissertation is qualitative descriptive research. This research focuses on the resilience of health workers at RSUD dr. H. Abdul Moeloek in implementing digital-based services. Sampling was carried out through direct interview methods with a number of patients and their families as representatives of health service recipients, health workers, doctors and other medical workers as those responsible for the health service sector. In addition, this study will also use a questionnaire system to absorb information and public views. Data collection methods use observation, interviews, and documentation.

Results and Discussion

The Influence of Health Worker Resilience on Digital-Based Service Performance at Dr. H. Abdoel Moeloek Regional Hospital

Resilience is important in all areas of life. If resilience is successful then a person can interact well and produce high performance with satisfaction and low stress levels (Salim & Fakhurrozi, 2020). On the other hand, if employees or workers fail to demonstrate resilience, it will result in disharmonious interactions in the work environment, and this will certainly result in low performance.

Kasmir (2016), in his theory explains; "A person will achieve high resilience if he is able to survive, adapt and rise, so that the individual will have high life satisfaction and will feel positive emotions towards himself. These positive emotions are marked by success, happiness, job satisfaction, and having satisfaction with his life".

Resilience is closely related to integrity. Integrity is a self-image in an organization that is reflected in the behavior and actions of employees in carrying out their duties (Chaerudin et al., 2020). Health services are said to be of quality if the integrity of the service provider is able

to meet the needs and fulfill the sense of security of the patient. Integrity is a self-image in an organization that is reflected in the behavior and actions of employees in carrying out their duties.

Health services are said to be of high quality if the service provider is able to meet the needs and provide a sense of security for the patient (Yadi & Rijali, 2023). In the national guidelines for hospital patient safety, the first step of the patient safety program is to build a culture of patient safety and raise awareness among all health workers of the importance of safety values in hospitals. Likewise, in the aspect of public services, the obligations of organizers and implementers and the community have been regulated in Law Number 25 of 2009 concerning Public Services. In it there are guidelines that must be followed or avoided, it is only a matter of how to apply them in daily practice. Therefore, each individual can certainly feel and compare the service system in each service organization. Although there are many influencing factors, such as service facilities for example, it still feels different if the person serving has integrity. The point is that the integrity aspect is the first and foremost factor in service, by referring to a consistent attitude of harmony, as well as compliance with shared ethical values, principles, and norms in public institutions in order to uphold and prioritize public interests over personal interests. According to Fitzsimmons, Zeithaml, dan Bitner (Anjayati, 2021), states that there are five dimensions used to assess service quality, namely, direct evidence (Tangibles), Reliability, Responsiveness, Assurance, Empathy.

Service quality is greatly influenced by employee performance. Employee performance is a determining indicator in realizing organizational goals. To be able to find out these indicators, there are at least three things that must be done, including;

1. Focus on things that are important for the organization, one of which is shown through the formulation of indicators that are able to reflect what the goals, vision and mission of the organization are;
2. Able to keep the organization on track and provide positive feedback, meaning this indicator must be able to encourage sustainable development over time. This can be shown by the growth of targets and follow-up efforts on feedback; and
3. Being able to measure the impact or results of what we do, not just limited to completing activities alone.

Reilly (1999) revealed, 70% of strategies fail due to poor execution processes, Therefore there are two main keys that can be used to accelerate the achievement of goals, first, how do we set quality indicators, second how do we achieve it by doing resilience, namely increasing awareness and self-confidence. Resilience makes someone able to survive when something is difficult, so that individuals are required to quickly make adjustments when experiencing problems or pressure in their lives (Amacon, 2022).

Based on the results of interviews with employees at the dr. H. Abdoel Moeloek Regional Hospital, Lampung Province, what demands high resilience today is continuous change in the context of the digital health service system. The implementation of the Minister of Health Regulation No. 24 of 2022 concerning medical records requires every health service facility to implement electronic medical records. If by December 31, 2023, they do not implement electronic medical records, there will be sanctions in the form of a decrease in accreditation status.

With the implementation of this, many impacts are felt by employees/health workers as well as patients and patient families. The positive impacts of using a digital service system include:

1. The presence of technology can provide convenience for patients, especially in accessing health information and services. With just a smartphone, patients can access various types of health information on the internet.

2. By utilizing online health applications, patients do not have to wait for hours to get a medical examination, because patients can make an appointment in advance;
3. For health workers, because almost every time there are so many patients who come to the hospital for treatment. With the development of technology, it is now easier to store patient data, and it will not take long to enter new data.
4. Technological developments can be used to prevent the spread of disease in a person.

Thus, the digitalization of services at the dr. H. Abdoel Moeloek Regional Hospital, Lampung Province has proven to be able to improve the quality of services, although it has not been fully enjoyed by all levels of society, such as the elderly and people in the category of economic limitations.

The implementation of digital-based health services is basically well-intentioned. Seeing its growth makes us unable to fight the current of globalization which actually supports the digitalization system. According to (Hanley et al., 2019), Technological innovation will impact all aspects of human life. Most of the population in Indonesia is Muslim. Muslims in this case must also be able to adapt to digital developments.

As the proverb built by the great physicist, Albert Einstein, stated: "Religion without science will be lame, while science without religion will be blind." (Ariyadi, 2018). Therefore, Islam has full concern and attention to its people to continue to develop their knowledge, especially in the current digital era, so that Muslims do not experience being left behind. In this context, there is no conflict between science and Islam, where both run in balance and harmony to create a better treasure trove of knowledge and human civilization than before.

In an effort to collect more specific data related to the positive impact of the digitalization program on the productivity of health services at Dr. H. Abdul Moeleok Regional Hospital from the perspective of developing an Islamic community, researchers also conducted a survey questionnaire method, with the following data obtained:

Based on the results of the survey questionnaire, it can be explained that, out of 49 respondents, stated that the level of efficiency of using digital programs was very positive. This can be seen from the high percentage of employee and public trust levels, regarding the use of Electronic Medical Records (EMR). With the results of the survey questionnaire as follows: 87.8% -91-8% stated that the use of EMR was effective and beneficial in completing service tasks and responsibilities; 49% of participants needed consultation by requiring an EMR service program; 37% did not use EMR services and 14% used EMR services only when needed; Then the questionnaires that stated that the EMR program provided convenience were 77.6%; with a level of satisfaction due to the service that was not rigid as much as 63%.

The digitalization program for health services can be optimized by applying Islamic community development theory with the following stages:

1. Awareness, the community and health workers are given awareness, understanding of the importance of digital transformation of health services.
2. Capacity building, training and mentoring are carried out to familiarize and increase knowledge regarding the applications used.
3. Delegation of authority, each health worker who provides services has their own access rights, according to their respective responsibilities, because patient health data has legal aspects and is confidential, only certain people can access it.
4. Independence, each health worker has their own access rights, the use of which is their individual responsibility. Health workers can innovate in their use.

By implementing the theory of Islamic community development as described above, this increases the resilience of officers. Based on the interview results, there are several points regarding the impact of health worker resilience on service digitalization, including:

1. Resilience causes health workers to tend to be quicker in adapting and mastering the technology used in digital services.
2. Health workers are becoming more open to change and have the ability to learn and innovate in using digital tools to improve the quality of services.
3. Resilience enables healthcare workers to be more flexible and mobile when providing services to patients.
4. Resilience enables health workers to continue to provide maximum service even when there are work stressors.
5. Health workers are able to overcome difficulties and reluctance, working with technology
6. Healthcare workers have the ability to remain calm and handle digital-related issues, so as not to disrupt patient care.
7. The ability of the apparatus to be resilient ensures that the quality of service performance is maintained.

A person is said to be resilient if he has the ability to cope with stress, has resistance to pressure, and has flexibility in dealing with change, this is in accordance with (Connor & Davidson, 2003), that there are six factors of resilience: Factors that reflect personal competence, high standards and tenacity; self-confidence and strength in facing challenges; positive acceptance of change; self-control; spiritual influence and adaptability.

The above findings are in line with (Shanty & Mayangsari, 2017) in a journal that explains; “Resilience is important in all areas of life. Workers or employees must learn to adapt to any conditions. If resilience (adjustment) is successful, then a person can interact well and produce high performance with satisfaction and low stress levels. Conversely, if employees or workers fail to be resilient, it will have an impact on inharmonious interactions in the work environment, and this will certainly have an impact on low performance.”

The resilience of health workers has a significant impact on the performance of digital-based services, which can ultimately improve the efficiency, effectiveness, and overall quality of health services provided to patients. (Hardiansyah, 2022); The quality of public services can be measured rigidly through 3 elements, namely; first the organization providing (organizer); second is the recipient of the service (customer) and third is the satisfaction given and/or received by the recipient of the service (customer).

Resilience will further support the digitalization program of services, thereby improving the quality of services if accompanied by awareness, capacity building in the form of training, delegation of authority and independence. Awareness is still needed, followed by habituation for digitalization of services.

Based on the research data as explained above, the digitalization program of health services at RSUD dr. H. Abdul Moeloek has a positive impact and has been proven to be able to improve the quality of services. Likewise, when viewed from the perspective of developing an Islamic society. Science and technology are seen as a necessity, and this development makes Islamic aqidah a paradigm of science, and makes Islamic sharia a standard for the use of science and technology.

Conclusions and Suggestions

Based on the research results, it can be concluded that the impact of health worker resilience on the performance of digital-based services makes health workers quick to adapt and master technology; Health workers are more open and have the ability to learn and innovate so that the quality of service increases; Resilience allows health workers to be more flexible in working in a digital environment; resilient health workers have the ability to remain calm in dealing with technical disruptions and health problems that sometimes arise when providing services so as not to disrupt services; Obstacles such as internet connections and human resources that are not yet optimal can be overcome, and work stressors can be minimized. Resilience plays an important role in maintaining the quality of communication and interpersonal relationships with patients. The health service digitalization program can be optimized by increasing the resilience of health workers, the implementation of which can be done by applying the theory of stages of development of Islamic Society.

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