

Accountability in Handling ODGJ in North Kalimantan Province

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KEYWORDS

Accountability, Handling of ODGJ, North Kalimantan

ABSTRACT

Aims: This study is intended to find out how the process of implementing accountability for handling ODGJ in North Kalimantan Province. Starting from the accountability actions of the policies carried out and their results, as well as the reasons that justify them. Action is an activity to assess and at the same time submit demands for information about actions (policies) and their results and the reasons for their justification that have been submitted. Response is a functional activity that recognizes and provides responses to demands that develop (submitted) for information submitted. **Methods:** The data are then compiled in a qualitative study. **Results:** The results of this study indicate that there are still many things that need to be improved that are closely related to the implementation of accountability for the related organization. Starting from the problem of budget shortages, inadequate service facilities, and even though there are efforts to increase HR capacity and budget allocation, the main challenges faced.

1. Introduction

ODGJ stands for People with Mental Disorders, or people who experience mental, behavioral, or emotional disorders. In Indonesia, the management of ODGJ faces several challenges, including Strong social stigma, lack of access to mental health services, inadequate treatment options, shortage of mental health professionals, and lack of coordination between social and health institutions. The management of ODGJ requires an approach that involves religious leaders, community leaders, and the government. Good governance will produce management and public services that can be faced with various aspects, one of which is the mental health aspect. Health is a basic right of the community that must be fulfilled and viewed as an investment to improve the quality of human resources and support economic development and has an important role in efforts to improve welfare. Regarding mental health problems, especially in the case of ODGJ, the government issued the Mental Health Law Number 18 of 2014 mandating community participation in the protection and empowerment of ODGJ.

The Ministry of Health (Kemenkes) as the leading sector for mental health management has included performance targets related to mental health services in the Ministry of Health's 2020-2024 Strategic Plan. Efforts have been made to achieve these targets, including including mental health indicators in many health programs. Handling cross-sectoral has Also Already been seen. Ministry Social, for example, has launched a free program Stocks and Repair Shelter that accommodates people with Disturbance Soul (ODGJ). The Ministry of Law and human rights has done a study And study about problem mental health and formed a Working Group Respect, Protection, Fulfillment, Enforcement, and Advancing the Human Rights of People with Mental Disorders. National Human Rights Commission, Indonesian Ombudsman, and various cross-sectoral agencies, both provincial and district/city.

One of them is at the provincial level, the North Kalimantan Provincial Government has paid attention to the handling of People with Mental Disorders (ODGJ). The North Kalimantan Provincial Health Office noted that 3,022 people were included in the category of People with Mental Disorders (ODGJ) in the last data collection in 2019. The North Kalimantan Provincial Health Office also revealed that

many cases were found related to ODGJ with minimal supervision, one of which was supervision in the provision of drugs. And to anticipate this, the local government has made a joint commitment to provide supervision. In addition, the handling of ODGJ in North Kalimantan Province has not been running optimally so far, meeting the target for 2022 of 60% of the community receiving screening is still very difficult to achieve. To see how accountability is related to the handling of ODGJ in North Kalimantan Province by the government and related leading sectors, the researcher feels the need to conduct a study entitled "Accountability in Handling ODGJ in North Kalimantan Province". In this study, the researcher tries to see the handling of ODGJ in North Kalimantan Province through the accountability of the government and related stakeholders. Accountability is a concept used to mention & explain the achievement of an organization's mission. In its existence, government bureaucratic organizations are created to fulfill public interests, & therefore the case of accountability for government actions & policies to the public is an emphasis based on public accountability.

Rahmat (2009) emphasized that public accountability is an obligation based on public officials who are considered to manage public resources related to them to be able to answer various things concerning their responsibilities. Accountability is an ethical concept that is close to public administration & government which has a meaning that is sometimes used synonymously with the concept of being accountable (responsibility), being questionable (answerability), being blameworthy (blameworthiness), & having a lack of freedom (liability), including other words that are related to the hope of being able to explain one aspect of public administration (Djalil, 2014). In a broad sense, political accountability involves public forums & bureaucracy to control various hopes that originate from & outside their organization.

Romzek & Dubnick (1990) introduced four types of public accountability, namely bureaucratic accountability, political accountability, professional accountability & legal accountability. While Jabra & Dwivedi (1995) added the concept of moral accountability. The crucial determinant that builds a public accountability system is dependent on how to control various public expectations. Thus, public accountability is related to how public bureaucracy can realize public expectations. The principle of accountability stipulates that every activity & final output based on government administration activities through public bureaucracy must be accountable to the public. Djalil (2014) stated that the characteristics of an accountable government are (1) being able to present coverage of government administration openly, quickly, and perfectly to citizens, (2) being able to provide satisfactory services to citizens, (3) being able to state and be accountable for every policy to the public, (4) being able to provide space for citizens to be involved in the development and government process and (5) being a means for the public to assess government performance. Bureaucratic accountability is often used to manage public agents.

The function of bureaucratic accountability procedures includes formal and organized interactions between superiors and subordinates using the need to follow the provisions that must be obeyed and the existence of supervision and standardization of the clarity of regulations to be implemented. Legitimate accountability is related to the existence of regulatory procedures or specifically sharing policies such as laws that can be used by the public to challenge bureaucratic policies and the conduct of public officials. This legal accountability mechanism occurs due to increased relations between the public and government agents and dysfunctional influences based on secrecy in government institutions in the context of their efficiency and effectiveness.

Theoretically, accountability can be distinguished into several models or types. Chandler and Piano (1982) distinguish accountability into four models, namely regularity accountability, managerial accountability, program accountability, and process accountability. In another view, accountability can be classified into five types, namely political accountability, professional accountability, and moral accountability (Islamy, 1998). To understand the accountability model, specifically Carino (1993) introduced the administrative accountability model which includes traditional, managerial, program, and process accountability. Administrative accountability is an accountability that requires a clear hierarchical relationship between the centers of responsibility and the units below it. This hierarchical

relationship is usually clearly defined in the form of organizational rules that are conveyed formally or in the form of an informal network of relationships.

Webster (Waluyo 2007:203) defines accountability as a state that can be accounted for, responsible, and accountable. The meaning of the word accountable is: first, can be calculated, and can answer to superiors, as a human being is accountable to his God for what has been done. Second, can be explicitly accounted for, and third, something that is usually calculated or accounted for. According to Kohler in Manggaukang Raba (2006:3), accountability is defined as follows; (1) The obligation of an employee, agent, or other person to provide a satisfactory report periodically on actions or failure to act from the authorization or authority held; (2) Measurement of responsibility or obligation to someone expressed in monetary value, units of wealth, or other predetermined basis; (3) Obligation to prove good management, good control, or good performance as required by applicable laws, regulations, agreements, or customs.

For managerial accountability, the issue of efficient use of public funds, manpower, and other resources is the focus of attention. This accountability requires public officials to be responsible rather than merely complying. In addition, its orientation is on the input side and it advocates the need for continuous attention to avoid waste and unnecessary expenditure and to encourage the proper use of public resources. Thus, managerial accountability encourages programs by cutting excessive government procedures or by replacing alternative lack costs in practice. The type of accountability of the program is related to the achievement of government operational results and involves the public, especially local communities. To achieve program effectiveness, several facilities must be provided, including comprehensive performance measurement.

Thus, program accountability is related to the ownership of units and bureaucrats who carry out joint activities to achieve program effectiveness. Process accountability concerns information on the level of social welfare achievement for the implementation of policies and organizational activities. The political accountability model is related to the obligation to carry out and experience the authority of political power holders to regulate and distribute various resources and ensure compliance with the implementation of responsibilities.

	Traditional Accountability	Managerial Accountability	Program Accountability	Process Accountability
Who is accountable?	Employees and officials	Administrator	Administrator	Administrator
To whom is he accountable?	People through legislature, President, Constitutional Bodies, hierarchy	Same as Col.1	Same as Col 1 Others: Professional Standards and Individual Conscience	Same as GO). 1 Others as col. 3 Direct Accountability to people through their participation in negotiation
To what standard of values is he accountable?	Regularity, legality, and compliance	Economy and efficiency	Economy, efficiency, and effectiveness (3Es)	3Es + decentralization and participation
By what means is he made accountable?	Line-item budgeting, traditional accountability, standard operating procedures	Management audit, systems improvement	Comprehensive audit, program evaluation, productivity measurement	Negotiations

Illustration 1. Accountability Model (Carino, 1993)

Schacter (2000) further explains the relationship between the three main functional activities in the form of information, action, and response in a cycle or process of implementing accountability as follows:

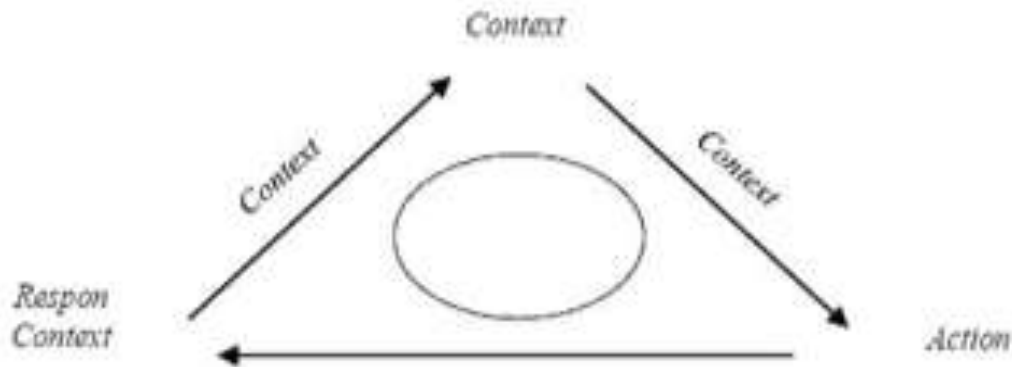


Illustration 1. Accountability Model (Schacter, 2000)

The accountability cycle model of the main functional activity of information is a functional activity to explain (deliver information) on policy actions taken and their results, as well as the reasons that justify them. Action is an activity to assess and at the same time submit demands for information on actions (policies) and their results and the reasons that justify them that have been submitted. Response is a functional activity to recognize and provide responses to demands that develop (submitted) for information submitted, including taking corrective action if it is considered that there is an error that has occurred. These three functional activities are related to a cycle that repeats itself.

Information activities are carried out by parties who are obliged to carry out accountability to other parties who have the right and authority to request such accountability. Action activities are carried out by parties who are obliged to carry out accountability. Response activities are carried out by parties who are obliged to carry out accountability to parties who have the right and authority to request accountability.

2. Methodology

Informant study This is individuals who have a relationship in handling insider disturbance Souls (ODGJ) in the Province of North Kalimantan. Head of the North Kalimantan Provincial Health Office, Head of the North Kalimantan Provincial Social Service, Community Mental Health Movement Team (TPKJM), Head of the North Kalimantan Provincial Social Welfare Bureau, Director of the Jusuf SK Regional Hospital, North Kalimantan Province, Chair of the Indonesian Psychiatric Specialist Doctors Association (PDSKJI) of North Kalimantan Province, Chair of the Indonesian National Nurses Association (PPNI) of North Kalimantan Province, Chair of the Indonesian Psychology Association (HIMPSI) of North Kalimantan Province, Social Counselor of the Office. In this study, the researcher used a qualitative research method in collecting data related to the implementation of the organizational accountability model related to the implementation of ODGJ handling in North Kalimantan Province.

3. Result and Discussion

Based on the results of the interviews that have been conducted, it is clear that although there have been efforts to implement the principle of accountability, major challenges are still faced in the process of accountability at the local level, both to higher authorities, to the community, and in resource management. This accountability needs to be built within the framework of Health System Governance that prioritizes transparency, coordination between institutions, and community participation in the decision-making process. In this case, several aspects need to be studied in more depth.

Some important findings in the context of accountability in health system governance show that the results of interviews with patient families indicate that there are less transparent practices in the

provision of drugs by medical personnel. This illustrates the importance of individual accountability from health workers in providing sufficient explanations to patients and their families regarding the treatment options provided.

Accountability in Institutions and Inter-Sector Coordination shows that there are quite good coordination efforts between TPKJM, the Health Office, and hospitals in handling ODGJ. However, on the other hand, even though there are coordination efforts, the biggest challenge is the limited facilities such as mental hospitals and limited human resources that hinder the effectiveness of services. Furthermore, even though there are monitoring and evaluation efforts, handling ODGJ in North Kalimantan has not been a top priority, especially in terms of providing facilities such as mental hospitals, rehabilitation centers, and limited expert personnel.

4. Conclusion

Accountability in the health system must be accompanied by transparency in decision-making and active participation from the community. Families of ODGJ patients, as interview results revealed the need to get a more open explanation of the medical procedures their patients undergo. In this context, transparency of information and participation of patient families in medical decisions are essential. Health system governance emphasizes the importance of openness of information and public consultation to ensure that decisions taken are following the interests of the community and patients.

Problems that often arise in the implementation of accountability are budget and facility limitations. In the context of handling ODGJ in North Kalimantan, although the Health Office and TPKJM have carried out their duties, budget limitations remain a major obstacle that needs to be overcome. Fiscal accountability requires strict monitoring of the use of funds and transparent evaluation of the budget allocation given to the mental health sector.

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