# MANAGEMENT OF SPECIAL HEALTH SERVICES IN ISLAMIC BOARDING SCHOOLS

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#### Abstract

Management of special health services at the Nurul Qarnain Islamic Boarding School is a health service activity for students. The aim of this service is to provide physical and spiritual health services for students. The aim of this research is to understand the management of special health services for Islamic boarding schools. This research uses a qualitative approach with data collection methods in the form of interviews, data (document) review and observation. The key informants consisted of one Head of the Health Center and one Postkestren Nurse. For the key informants there were four health section coordinators, seven health section administrators, nine students and one Community Health Center officer. The variables in this research consist of Islamic boarding school development model variables and implementation of special Islamic boarding school health service management. The results of the research show that the implementation of special Islamic boarding school health service management has gone quite well, but several efforts in

terms of input, process and output indicators have not been optimally implemented, namely human resources, facilities, health information media, implementation, supervision, evaluation and implementation of health post management.

Administrasi Pelayanan Kesehatan Khusus di Pondok Pesantren Nurul Qarnain merupakan kegiatan pelayanan kesehatan kepada santri. Tujuan dari pengabdian ini adalah untuk memberikan pelayanan kesehatan jasmani dan rohani kepada peserta didik. Tujuan penelitian ini adalah untuk mendalami manajemen pelayanan kesehatan khusus pesantren.. Penelitian ini menggunakan pendekatan kualitatif dengan metode pengumpulan data berupa wawancara, telaah data (dokumen), dan observasi.. Informan kunci adalah pengelola puskesmas dan perawat pascakestren. Untuk informan kunci, terdapat empat koordinator dinas kesehatan, tujuh pengurus dinas kesehatan, sembilan mahasiswa, dan satu staf puskesmas.. Variabel penelitian ini meliputi variabel model pengembangan pondok pesantren dan implementasi manajemen khusus pelayanan kesehatan pondok pesantren.. Hasil penelitian menunjukkan bahwa pelaksanaan manajemen khusus pelayanan kesehatan pesantren sudah cukup baik, namun beberapa upaya pada indikator input, proses dan outcome belum berhasil, sektor publik, belum maksimal dikerahkan khususnya sumber daya manusia, fasilitas, sarana informasi medis, pelaksanaan, pengawasan, evaluasi, dan pelaksanaan manajemen layanan khusus kesehatan pesantren.

Keyword: Special Service Management, Islamic Boarding School, Health

#### Introduction

Health development is essentially an effort carried out by all components of the Indonesian nation which aims to increase awareness, will and ability to live healthily for everyone in order to achieve the highest level of public health, as an investment for the development of socially productive human resources and economical. The success of health development is largely determined by the continuity between program and sector efforts, as well as continuity with efforts that have been implemented in the previous period.

Islamic boarding schools as a place to study Islamic religion are expected to contribute to supporting health programs, as one of the mottos in Islam is that cleanliness is part of faith. Residents of Islamic boarding schools consist of students, Islamic boarding school caretakers, people in charge of Islamic boarding schools as well as religious teachers and religious teachers. Health problems in Islamic boarding schools include skin diseases. The food menu consumed daily does not contain balanced nutrition.

Other conditions that can trigger disease include inadequate environmental health, such as inadequate lighting, beds on the floor, hanging clothes which can become a breeding ground for mosquitoes. This condition is certainly not in line with Islamic religious teachings and health principles. Therefore, efforts are needed to make Islamic boarding schools into healthy settlements. The right program to implement this is the Islamic boarding school health post (Poskestren)

The existence of health service facilities affects the level of public health of a country. Law Number 36 of 2009 concerning Health explains that a health service facility is a tool and/or place used to provide health service efforts, whether promotive, preventive, curative or rehabilitative, carried out by the government, regional government and/or the community.

In the community there are several health services, both primary, secondary and tertiary. UKBM (Community Resource Health Efforts) is a form of health service facility managed by the community. One of the UKBMs that is most active and known to the public is Posyandu (Integrated Service Post), apart from that there are several types of UKBM including Posyandu for the Elderly, Pos UKK (Occupational Health Unit), Polindes (Village Maternity Post), Poskestren (Islamic Boarding School Health Post), and Posbindu **PTM** (Integrated Development Post for Non-Communicable Diseases).

The Islamic Boarding School Health Post is a form of Community Resource Health Effort (UKBM) in the Islamic boarding school environment, with principles from, by and residents of the

which Islamic boarding school. prioritizes promotive (improvement) and preventive (prevention) services without ignoring the curative (treatment) and rehabilitative aspects (health restoration), with the assistance of the local Community Health Center. The aim of establishing the Islamic boarding school is to realize the independence of Islamic boarding school residents and the surrounding community in behaving in a Clean and Healthy Lifestyle (PHBS).1

The target of this activity is the Islamic boarding school community, which consists of Islamic boarding school residents including students, kiai, leaders, managers and teachers at Islamic boarding schools including student guardians; community in the Islamic boarding school environment; as well as community leaders including Islamic religious leaders, leaders of non-governmental organizations (NGOs) and leaders of other community organizations in the Islamic boarding school environment.

Organizing activities includes promotive, preventive, curative and rehabilitative efforts. Promotive efforts include health counseling, health education, including: PHBS, environmental health, nutrition, reproductive health, mental health and drugs, infectious and non-communicable diseases, as well as TOGA, regular exercise, and clean and healthy environment competitions, wall coverings, posters. Preventive efforts include regular health checks, santri health screening, immunization, environmental health and personal hygiene, eradicating mosquitoes and their nests, providing and utilizing clean water, and early detection of mental disorders and drugs.<sup>2</sup>

<sup>&</sup>lt;sup>1</sup> Anwar M, Ayu P, Muhammad I, Arsunan A 2018. Analysis of Risk on the Incidence of Scabies Personal Hygiene in Boarding School Darul Argam Gombara Makassar, Indian Journal of Public Health Research & Development. 2018;9(4):227-231.

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Curative efforts can be carried out by Poskestren in the form of referrals to the nearest health service facilities or visits carried out by health workers from community health centers. Apart from that, curative efforts that can be carried out by Poskestren include providing first aid for minor illnesses and providing a first aid kit (first aid for accidents). Meanwhile, rehabilitation efforts are being carried out by Poskestren to follow up on the treatment of post-treatment patients at community health centers/hospitals. The expected results are that students and student alumni will become agents of reform, instructors, mobilizers, health educators, active actors and add value to the da'wah they convey. Islamic boarding schools are expected to be examples that develop residential environments and educational institutions that are clean and healthy, neat, green, cool in order to change the negative image about Islamic boarding schools.<sup>3</sup>

The Nurul Qurnain Sukowono Islamic boarding school is known as a clean Islamic boarding school. Every corner of the yard is very sparse and almost no rubbish is found. Starting from the Kyai's residence (dhalem) to the dormitory where the students live, everything looks clean. Because there really pays attention to environmental cleanliness. In fact, the Nurul Qurnain Islamic boarding school often receives awards for the cleanliness of its environment. Starting from the district level, the awards that have been won are 2nd place in the National National Day (HKN) healthy Islamic boarding school competition, 1st place in the joint movement for healthy Islamic boarding schools in Jember district, and 1st place in the Clean and Healthy Living Behavior (PHBS) competition for Islamic boarding schools in Jember district for the new generation of Indonesia (GENBI). Thus, the ecological education implemented at the Nurul Qurnain Islamic boarding school is a very important lesson to be carried out and included in

<sup>&</sup>lt;sup>3</sup> Susantoa T, Sulistyorini T, Wuryaningsih EW, Bahtiar S. School health promotion: A cross-sectional studyon Clean and Healthy Living Program Behavior (CHLB) among Islamic Boarding Schools inIndonesi. International Journal of Nursing Sciences. 2016;3(3):291-298

Islamic boarding school education which is taught and practiced directly by Kyai Yazid Karimullah as the caregiver.

Islamic boarding schools are a form of community activity along religious lines which play an important role in developing Poskestren is form resources. of community human a empowerment in Islamic boarding schools which is a facilitation effort, aimed at ensuring that Islamic boarding school residents know and understand the health problems they face, and are expected to be able to plan and make efforts to solve them by utilizing potential that suits the situation, conditions and needs of the Islamic boarding school.

#### Methods

This research uses a qualitative approach that seeks to understand the phenomenon of special health service management. This research approach is qualitative in nature which seeks to create a complex picture of special health services by examining words, detailed reports and conducting studies in natural situations.

Data collection used used interview observation and documentation. The observations in this research activity are more specific to the process of implementing special health service activities. Interviews were conducted with kyai to obtain data about Islamic boarding school philosophy in terms of Islamic boarding school health. Apart from that, interviews were conducted with the head of Islamic boarding school health regarding special health services. Meanwhile, the documentation of the data obtained is related to the schedule of special health service activities.

Next. data analysis uses credibility, dependability, transferability. Credibility confirmability and test using triangulation of sources, techniques and theories as well as discussions with public health lecturers. Next, for author transferability, prepare a detailed research report. Dependability in this paper uses research audits through research results review activities. Confirmability in this research was revealed from interview recordings, interview transcripts, field notes during observations, photos and certificates.

## Result and Discussion Healthy Islamic Boarding School Development Model Strengthen human resources; Create Quality of Service

Most of the human resources at the Nurul Qarnain Health Post are administrators of the health section, which now numbers 20 people, consisting of twelve administrators of the women's health section and eight administrators of the men's health section. Apart from the health section administrators, there are ten health section coordinators who are also teachers, while there are three doctors and one nurse.

According to the Guidelines for the Implementation and Development of Islamic Boarding School Health Posts, the number of cadres/health administrators for each health post is at least 3%. Judging from the number of students, there are ±1500 students, so ideally the cadres or administrators for the health section are 3% of the total number of students, namely 36 people.

The lack of health department administrators made some informants feel they lacked manpower because there were so many activities that had to be carried out by the health division administrators. Likewise, what happened to the nurse at the Nurul Qarnain Health Post who was on duty alone at the health post with a number of students  $\pm$  1,500 because the Daarul Rahman 3 Health Post Doctor was only available on Thursdays and Sundays, the nurse and several other informants complained about this seeing the large number of students and the large number of postkestren activities. which must be implemented.

It would be better if the number of human resources at the Nurul Qarnain Postkestren, including nurses and health section administrators, is increased. If the management members usually only include fifth grade students, then they can add fourth grade students. If you find it difficult, you can empower it optimally by providing training regarding postkestren. As from Notoadmodjo, in

order for teachers to be able to carry out their roles teachers must receive health training from local health center health officers and need to be given guidebooks on health.4

## Islamic boarding school health facilities; commitment to healthy Islamic boarding schools

The Nurul Oarnain Poskestren's facilities are quite complete for medicines and equipment according to poskestren standards, but quite a few informants said that the medicines and medical equipment were not complete enough because of a lack of understanding that the poskestren only provides first aid and is limited, unlike clinics or hospitals. This is different from the building/space facilities which are not yet optimal in accordance with the Guidelines for the Implementation and Development of Postkestren where at least they must be equipped with an examination area, consultation area, medicine storage area and waiting room.<sup>5</sup>

The Nurul Oarnain Health Post is located near the men's dormitory which serves both boys and girls but at different times. According to observations, there is no waiting room at the health post and limited space for consultations, so it would be better for the post health school to have a large enough space by expanding the health post or building it to a larger size. wider.

This is in line with Prasetya's research stating that if the completeness of UKS facilities and infrastructure is improved, especially regarding supporting matters for the UKS triad activities, especially health services and fostering a healthy school environment, the UKS trias in schools will be successfully implemented optimally because of the support of complete facilities

<sup>&</sup>lt;sup>4</sup> Notoadmodjo, S. 2010 .Ilmu Kesehatan Masyarakat. Jakarta : Asdi Mahasatya.

<sup>&</sup>lt;sup>5</sup> Permenkes No. 4 Tahun 2019 tentang Standar Teknis Pemenuhan Mutu Pelayanan Dasar

and infrastructure.<sup>6</sup> Apart from providing facilities, maintenance of facilities is also important because it is in line with Oryz Brilian Aulia's research that poskestren cadres also need to check and maintain existing facilities in Islamic boarding schools and must also collaborate with local health centers or other health agencies to refer Islamic boarding school residents if they experience health problems. serious.<sup>7</sup>

#### **Healthy Islamic Boarding School Policy**

The big vision of the Nurul Qarnain Institute is "To produce a generation of Muslims who are knowledgeable, charitable, pious and have good morals. Meanwhile, the mission is 1) Organizing both formal and non-formal activities to produce students who are knowledgeable and broad-minded. 2) Organizing religious ritual activities as a vehicle for students' spiritual education in daily life. 3) Developing an attitude of akhlaqul karimah as exemplified by Rasulullah SAW and Salafus Shaleh.

The Nurul Qarnain Health Post policy was prepared by a council of teachers, health section coordinators and health section administrators with the coordination of nurses and doctors. The policy applies to all boarding school residents. Most of the policies are written in the health section administrator's book, while at the postkestren itself only a small portion of the policies are written, but these policies are well structured and have been socialized along with the health section administrator's policies at the beginning of each management.

However, in its implementation there are still quite a lot of violations found ranging from minor, moderate to serious violations. According to the 2022/2023 health department's LPJ (Accountability Report) book, the violations that are often

<sup>&</sup>lt;sup>6</sup> Prasetya, E. (2018). Pemberdayaan Masyarakat Tentang Kesehatan, Pendidikan dan Kreatifitas. Abdi Dosen: Jurnal Pengabdian Pada Masyarakat 2 (1), 19-25.

<sup>&</sup>lt;sup>7</sup> Adliyani, Z. O. N. (2015). Pengaruh perilaku individu terhadap hidup sehat. Jurnal Majority, 4(7), 109-114.

committed are not bringing a dipper to the bathroom, wearing sandals on the floor, throwing rubbish carelessly and not carrying out picketing. Therefore, it is important for postkestren to be able to optimize. The activities are mainly promotional and preventive activities in order to improve the PHBS of students in Islamic boarding schools and increase students' compliance with policies.

Gradual delivery of information by health workers is very necessary to increase students' knowledge regarding PHBS. Involvement of ustad and ustazah is needed in an effort to increase students' awareness of the importance of clean and healthy living behavior. Directed and continuous planning is needed to improve the quality for implementation. Continuous assistance to the community at the Nurul Qarnain Islamic Boarding School is important so that the information conveyed is in accordance with established standards.

Apart from requiring students to play a role in ecological education, the Nurul Qarnain Islamic boarding school also carries out outreach and care for a clean environment. This health outreach activity is none other than to convey messages and influence students to achieve a healthy life. Health is so important that students must know how to live a healthy life and avoid disease. Therefore, Islamic boarding schools often hold Poskestren and health education, participating in every activity related to health.

Having health-related knowledge will of course be a supporting factor for ecological education carried out in Islamic boarding schools. Because one of the hopes of this education is its impact on health, to ensure the health of students and to avoid disease.

## Healthy Habits; Form of Hidden Islamic Boarding School Curriculum

Islamic boarding schools are a form of religious educational institution that grows and develops from and for the community which plays an important role in developing human resources. It is hoped that the students and leaders and managers of Islamic boarding schools are not only proficient in aspects of moral and spiritual development with intellectual nuances. religious, but can also be a motivator and innovator in health development, as well as being an example in clean and healthy living behavior for the surrounding community.<sup>8</sup>

Health behavior is a person's response to stimuli related to illness and disease, the health service system, food and drink and the environment. Health behavior is divided into three main patterns, healthy living behavior, illness behavior and illness role behavior, for example regular exercise, eating a balanced menu, getting enough rest, controlling stress, efforts and ways of responding to illness and disease, perception of illness, knowledge of the causes of symptoms. disease and so on. Apart from that, care also includes maintaining health, health education, assistance and action when exposed to disease, as well as efforts to improve environmental health both individually and socially.<sup>9</sup>

Regulations and sanctions are also supporting factors for Islamic boarding school ecological education. Because regulations are benchmarks and provisions that must be carried out and implemented in an educational institution. At the Nurul Qarnain Islamic boarding school there are several regulations regarding education and their duties as a student. Apart from that, if there are students who do not comply with Islamic boarding school regulations, they will receive sanctions as a result. The aim of providing sanctions is for students who violate Islamic boarding school regulations to make them aware and not repeat the mistakes they have made. The regulations that have been set by the Islamic boarding school can create pressure and encouragement for students to carry out and comply with the rules that have been set.

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<sup>&</sup>lt;sup>8</sup> Jamaluddin, M. (2012). Metamorfosis Pesantren Di Era Globalisasi. KARSA: Journal of Social and Islamic Culture, 20(1), 127-139.

<sup>&</sup>lt;sup>9</sup> Notoadmodjo, S. 2010 .Ilmu Kesehatan Masyarakat. Jakarta : Asdi Mahasatya.

Apart from that, it provides sanctions to students who violate the rules. This is done to provide a deterrent effect to students when they break the rules so they don't do it again. The rules for Islamic boarding school ecological education are to carry out tasks from a predetermined program such as room picketing, sweeping the yard, picking up rubbish and so on. When students are found who do not comply with existing regulations, as a sanction they will be given punishment, for example sunbathing in the yard, cleaning the bathroom, and when they see students throwing rubbish carelessly and then report it to the boarding school administrators, then the students who throw away the trash will be sanctioned by paying a fine. in the form of 10,000 rupiah, then 5000 rupiah will be put into the lodge's cash, while the remaining 5000 rupiah will be given to the reporter. From here, the students are careful not to throw rubbish carelessly and are eager to find students who sometimes neglect the rules and throw rubbish carelessly because they will gain benefits by reporting it to the boarding school administrators.

## Implementation of Special Health Service Management for Islamic Boarding Schools

Planning for Special Health Services for Islamic Boarding Schools

In implementation activities for the management of Islamic Boarding School Special Health Services, there are three planning aspects. These include planning the organizational structure of the Poskestren, planning the procurement of facilities, planning the Poskestren policy.

The planning for the organizational structure of the Nurul Qarnain Postkestren was carried out by the teachers' council through deliberation taking into account input from the students, the planning was in accordance with the Guidelines for Organizing and Development of Postkestren. However, planning for postkestren nurses and doctors is discussed and adjusted to the existing MOU.

Planning for the procurement of facilities for the Nurul Qarnain Health Post involves third parties or nurses and doctors who are authorized to plan the procurement of these facilities, assisted by the health section administrator and health coordinator in conveying it to the person in charge of the post health school, this is in accordance with the Guidelines for Organizing and Development of the Post Health School. Policy planning is in accordance with existing guidelines, namely carried out at the beginning of each management year through deliberations involving the teacher council, health section administrators, health section coordinators, santri and student affairs members.

### Strengthening the Function of Postkestren

Students' compliance with the Nurul Qarnain Health Post policy can still be controlled with existing regulations, but it requires firmness and an active role for the health post in promotive and preventive efforts in order to increase students' PHBS and reduce students' health violations. Policies that are often violated include visiting the health post without need, being late or not even carrying out scheduled cleaning pickets, throwing rubbish carelessly and bathing not on time.

Nurul Qarnain Poskestren does not yet have activity records, but most of its activities are in accordance with the regulations for organizing and developing postkestren, such as promotive, preventive, curative and rehabilitative efforts, although not yet optimal. Therefore, it is important to carry out regular evaluations and good collaboration with related sectors in order to optimize postkestren efforts. Apart from that, it is important to schedule time to tour the Islamic boarding school in an effort to network and check the health of the students.

## Supervision of Postkestren

1) Supervision by Islamic boarding schools Supervision of the Nurul Qarnain Health Post by the Islamic boarding school is by making visits to the health post without a specified schedule, as well as by viewing and reviewing reports made by nurses every month. These results are in line with research that the function of monitoring the implementation of an activity is strongly related to achieving the scope of program success. 10 According to the Ministry of Health, after monitoring, there needs to be further efforts by the Islamic boarding school, namely by conducting an SMD (self-awareness survey) together with the community health center and related stakeholders in evaluating the Islamic boarding school, then holding a deliberation with the Islamic boarding school residents to discuss the results of the SMD.11

#### 2) Supervision by the Community Health Center

The Thousand Supervision of the Nurul Qarnain Health Post by the Community Health Center was quite good with visits carried out by the Community Health Center on a predetermined schedule, however the problem was poor communication between the Community Health Center and the Health Post, which hampered the coaching and supervision process. So it is important for all related sectors to be able to improve communication with each other so that the function of each sector runs well too.

#### **Conclusion**

In principle, the success of Poskestren can be measured through input, process and output indicators. Input indicators include the existence of cadres, the existence of Poskestren facilities, the existence of funding support, the existence of basic personal hygiene data, the existence of health information media, and the existence of policies that support Poskestren activities. The process indicators include the implementation of the SMD (Self-

<sup>10</sup> Ahmad Khalid, 2012. Promosi Kesehatan dengan Pendekatan Teori Perilaku Media dan Aplikasinya. Jakarta: Rajawali Pers.

<sup>&</sup>quot; Kemenkes. (2019). Profil Kesehatan Indonesia Tahun 2018. Kementerian Kesehatan RI.

Inspection Survey), the implementation of Islamic boarding school community deliberations, the implementation of basic health services, the implementation of capacity building for cadres and managers, the implementation of counseling, and the implementation of guidance from officers.

The output indicators of the success of Poskestren include the number of trained cadres, the existence of healthy funds, the increase in personal hygiene, the increase in environmental health, the increase in knowledge about health, and the increase in the movement for clean and healthy living among Islamic boarding school residents.

Furthermore, there are impact indicators, namely increasing clean and healthy living behavior, and decreasing student morbidity rates. When viewed from a health perspective, in general the health conditions in the Islamic boarding school environment still require attention from various related parties, both in terms of access to health services, healthy behavior and environmental health aspects. One effort to bring health services closer to Islamic boarding school residents is to develop Health Posts in the area of Islamic boarding school residents. Therefore, the implementation of good Poskestren management functions is very important when you want to develop a Poskestren in the Islamic boarding school community area.

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