



**UHC Decoded: Collaborative Governance in South Tangerang Cityâ€™s Implementation of Ngider Sehat**

**Preventive-Promotion Program for Inclusive Healthcare**

KINANTI PRAMESWARI DIYA, Prof. Dr. Wahyudi Kumorotomo, MPP

Universitas Gadjah Mada, 2024 | Diunduh dari <http://etd.repository.ugm.ac.id/>

## Table of Contents

<b>Acknowledgments.....</b>	<b>3</b>
<b>Table of Contents.....</b>	<b>4</b>
<b>Abstract.....</b>	<b>7</b>
<b>I. Background.....</b>	<b>8</b>
<b>II. Literature Review.....</b>	<b>10</b>
A. Milestone on the Path to UHC: Equity in Healthcare System.....	10
B. Collaborative Governance: A ‘Perfect’ Milieu for Program Implementation (Healthcare Delivery).....	13
C. Indonesia’s Decentralization of Healthcare System.....	20
D. Catalyst for Change: Ngider Sehat as Preventive-Promotion Program.....	23
E. Identified Gaps in Existing Literature.....	25
<b>III. Research Question.....</b>	<b>26</b>
<b>IV. Research Objectives.....</b>	<b>27</b>
<b>V. Conceptualizing the Journey to UHC: Theoretical Frameworks.....</b>	<b>28</b>
<b>VI. Research Methodology.....</b>	<b>31</b>
A. Research Design: Qualitative Approach (Case Study).....	31
B. Data Collection Techniques.....	32
C. Data Analysis Techniques.....	33
D. Triangulation of Data.....	34
E. Purposive Sampling Method: Criterion Sampling.....	35
F. Description of Research Participants.....	35
G. Research Execution.....	36
<b>VII. South Tangerang City: Health Demographics &amp; Facilities.....</b>	<b>37</b>
A. South Tangerang City's Demographic Canvas.....	37
B. South Tangerang City’s Distribution of Healthcare Resources.....	39
C. South Tangerang City’s <i>Ngider Sehat</i> Program Framework.....	43
<b>VIII. <i>Ngider Sehat</i> Program: Preventive Promotion Care Practices.....</b>	<b>46</b>
A. Overview of the <i>Ngider Sehat</i> Program.....	46
B. Established Official Documents for the <i>Ngider Sehat</i> Program.....	49
<b>IX. <i>Ngider Sehat</i> Program: Collaboration between South Tangerang City’s Health Department &amp; Community Health Centers.....</b>	<b>55</b>
A. Initial Conditions.....	55
B. Facilitative Leadership.....	58
C. Institutional Design.....	65
D. Collaborative Process.....	68
<b>X. Conclusions &amp; Policy Implications.....</b>	<b>73</b>

A. Collaboration: A Solid Ground for <i>Ngider Sehat</i> Preventive-Promotion Program.....	73
B. Research Limitations.....	74
C. Research Recommendations.....	75
<b>XI. References.....</b>	<b>76</b>
<b>XII. Appendix A: Interview.....</b>	<b>88</b>
A.1 Interview with <i>Tim TPCB Dinas Kesehatan</i> .....	88
A.2 Interview Community Health Centers.....	89
A.2.1 Interview with Head of Administration and Program Implementers or Nurses at Serpong I Community Health Center.....	89
A.2.2 Interview with Program Implementers or Nurses at Pondok Aren Community Health Center.....	90
A.2.3 Interview with Program Implementers or Nurses at Ciputat Community Health Center.....	91
A.2.4 Interview with Program Implementers or Nurses at Pondok Jagung Community Health Center.....	92
A.2.5 Interview with Head of Community Health Center and Program Implementers or Nurses at Cireundeu Community Health Center.....	93
A.2.6 Interview with Head of Community Health Center and Program Implementers or Nurses at Benda Baru Community Health Center.....	95
A.2.7 Interview with Head of Community Health Center and Program Implementers or Nurses at Keranggan Community Health Center.....	96
<b>XIII. Appendix B: Observation.....</b>	<b>97</b>
B.1 Observation on <i>Ngider Sehat</i> Program's Facilities.....	97
B.1.1 Motor <i>Ngider</i> at Serpong I Community Health Center.....	97
B.1.2 Motor <i>Ngider</i> at Ciputat Community Health Center.....	98
B.1.3 Ambulance at Serpong I Community Health Center.....	100
B.1.4 Community Health Center' Hotlines at Benda Baru Community Health Center..	102
B.1.5 Community Health Center' Hotlines at Serpong I Community Health Center....	104
B.2 Observation of <i>Ngider Sehat</i> Program's Data Input Process (Google Form).....	105
B.2.1 Data Input Process after Home Visits.....	105
B.3 Observation of <i>Ngider Sehat</i> 's Patients Visitations during <i>Pemilu</i> with Benda Baru Community Health Center.....	108
<b>XIV. Appendix C: Secondary Data.....</b>	<b>110</b>
C.1 The Health Department Profile Year 2023.....	110
C.2 Official Decree by the Health Department.....	110
C.3 SOP <i>Ngider Sehat</i> Program.....	110
C.3.1 SOP <i>Ngider Sehat</i> Program by the Health Department.....	110
C.3.2 SOP <i>Ngider Sehat</i> Program at Pondok Aren Community Health Center.....	110



C.3.4 SOP <i>Ngider Sehat</i> Program at Serpong I Community Health Center.....	110
C.3.5 SOP <i>Ngider Sehat</i> Program at Keranggan Community Health Center.....	110
C.4 <i>Ngider Sehat</i> Program Reports Year 2022.....	111
C.5 <i>Ngider Sehat</i> Program Reports Year 2023.....	111