

THE EFFECTIVENESS OF INTEGRATED PEOPLE WITH MENTAL DISORDERS FAST HANDLING SYSTEM (SICEPOT) PROGRAM IN PUSKESMAS TIPAR OF SUKABUMI CITY

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ABSTRACT

The Integrated *ODGJ* Rapid Handling System (*SICEPOT*) is a program created by *Puskesmas* Tipar with the aim of reducing the number of people with mental disorders (*ODGJ*) in the area of *UPTD Puskesmas* Tipar Kota Sukabumi. This study aims to provide convenience of health services to increase awareness, families of people with *ODGJ* and take care of their family members regularly so that they can live more independently. This study aims to determine how effective the *SICEPOT* program is. In measuring the effectiveness, this study uses Duncan's theory (in Streers, 2020: 53). There are 3 criteria measured in effectiveness according to Duncan (in Streers 2020: 53), namely: 1. goal achievement, 2. integrity, 3. adaptation. The results of this study have not been said to be effective because the Tipar Health Center in practice still does not meet the 3 dimensions of effectiveness according to Duncan's criteria (in Streers 2020: 53).

Keywords: *effectiveness of integrated people, mental disorders, fast handling system program, puskesmas*

A. INTRODUCTION

According to the *Undang-Undang Kesehatan Mental No. 39 Tahun 2009* Mental health is a condition that can create conditions that allow or permit optimal physical, intellectual, and emotional development in a person, and this development is in harmony with other people, mental health efforts are aimed at ensuring that everyone can enjoy a healthy mental life, free from fear, pressure, and other disorders that can interfere with mental health such as preventive, promotive, curative, rehabilitative efforts for people with mental disorders, and psychosocial problems". Rehabilitation efforts by local governments for people with mental disorders are prioritized for people with mental disorders who are

unable, do not have family or guardians, and are not known by their families. Which means, if in an area there are people with mental disorders who meet the above criteria, then the local government is obliged to handle it even though it is not known who the patient's family is.

According to the Head of the West Java Regional Secretariat Organization Bureau, Asep Sukmana, one type of disease that still has minimal access to health services is mental illness (Citamiang, 2021) In Sukabumi City, for example, this health problem is considered a serious health problem because the number of sufferers continues to increase, where in 2022 there were 449 *ODGJ* sufferers in Sukabumi City. Therefore, the Sukabumi City Government is trying to improve health innovation services that focus on handling people with mental disorders, one of which is the Integrated *ODGJ* Rapid Handling System Program (Citamiang, 2022).

This innovation program received appreciation as the top 45 best public service innovations at the West Java Province level (Fitriansyah, 2021), so in practice the Sukabumi City Government emphasizes the importance of handling and improving health services for *ODGJ* at every level of the local government bureaucracy through this program. The implementation of this program in Sukabumi City is carried out by the *Tipar Puskesmas* of Sukabumi City. This is based on data from the Sukabumi City Health Office that the number of *ODGJ* patients in the *Tipar Puskesmas UPTD* area in 2022 was 7% of the total number of *ODGJ* patients in Sukabumi City, although the number of *ODGJ* in the *Tipar Puskesmas* of Sukabumi City is not the highest number, but of all the *Puskesmas* in Sukabumi City, only the *Tipar Puskesmas* has an *ODGJ* handling program or what is called *SICEPOT* (Health Office, 2022). Therefore, the researcher was interested in examining the effectiveness of the implementation of the integrated *ODGJ* treatment rapid system (*SICEPOT*) at *Tipar Health Center* in Sukabumi City.

The Integrated *ODGJ* Rapid Handling System (*SICEPOT*) innovation program is a program that aims to reduce the growth in the number of mental disorders experienced by residents of Sukabumi City, especially in *Tipar Village* and *Cikondang Village*. In the *Tipar UPTD Puskesmas* area, in the last three years there has been an increase in the prevalence rate (characteristics in a certain period) of *ODGJ*, where in 2020 there were 26 people with mental disorders, and in 2021 the number of patients registered in this program increased by 15 people, bringing the total to 41 people, and in 2022 there was an increase of 5 people, bringing the total number of *ODGJ* patients registered in this program to 46 people (Citamiang, 2022).

Apart from that, in practice there are still several problems in the implementation of the *SICEPOT* program at *Puskesmas Tipar*, Sukabumi City. First, the number of *ODGJ* patients in the *Tipar Puskesmas* area in Sukabumi City in 2020 was 26 people. In 2021 there was an increase of 15 people to 41 people and in 2022 there was an increase of 5 people for a total of 46 people. Although the increase is not so significant, it is noted that the achievement of the objectives of this program has not been optimal. Secondly, at *Puskesmas Tipar* the level of ability to socialize this program is still lacking, most patients in the *Tipar* and

Cikondang urban village areas indicate that these patients have not returned to the *Puskesmas*. And the data shows that almost 50% of patients do not seek treatment, this is due to the lack of socialization of the *SICEPOT* program to families and the surrounding community. And third, the suitability of program implementers with conditions in the field, *Puskesmas* Tipar, Sukabumi City, shows that there is still a lack of experts to implement this program, in accordance with Law number 18 of 2014 concerning mental health where article 19 reads to determine the condition and further psychiatric treatment is carried out by experts such as general practitioners, psychologists, and psychiatric specialists. However, in reality, in the implementation of this program, the number of experts is still inadequate. The inadequate source of experts for handling *ODGJ* patients in Tipar Village and Cikondang Village has caused this program to not run optimally.

From the above problems, this research is needed because it is to find out the effectiveness of the implementation of the *SICEPOT* program at *Puskesmas* Tipar, Sukabumi City. It is hoped that researchers can find out more deeply and clearly about the effectiveness of the implementation of *SICEPOT* so that researchers can find deeper realities in the field. Because the implementation of public services can be said to be effective if the community gets convenience in services with procedures that are fast, precise, and satisfying (Hertati, 2021). Therefore, the researcher is interested in conducting a study entitled "The Effectiveness of the Implementation of the Integrated *ODGJ* Rapid Handling System (*SICEPOT*) Program at *Puskesmas* Tipar, Sukabumi City".

B. LITERATURE REVIEW

Effectiveness Concept

According to Handyaningrat (1994:16), effectiveness is defined as "measurement in terms of the achievement of predetermined goals." Meanwhile, Mahmudi (2010:86) defines effectiveness as follows: "The relationship between output and objectives; the greater the contribution (contribution of output) to the achievement of objectives, the more effective the organization, program, or activity is." Effectiveness focuses on outcomes; programs or activities are considered effective if the outputs produced are in accordance with the predetermined objectives.

Measuring effectiveness is difficult because it can be viewed from various perspectives and depends on who understands and assesses it. According to Duncan (in Steers, 2020: 53), assessing effectiveness has three dimensions, namely: 1. Goal achievement, to achieve goals, all efforts must be seen as a process. Therefore, stages are needed to ensure the achievement of the final goal, both in terms of steps in completing its components and in terms of priority. Goal achievement consists of two sub-indicators: targets and timeframes, both of which are specific targets. 2. Integration, where this integrity can assess the organization's capacity to interact, socialize, and reach consensus. Integration also relates to the socialization process. 3. Adaptation, or the organization's capacity to adapt to its environment. Related to the suitability of program implementers with the field situation.

In addition, effectiveness can be understood that effectiveness is the main point in stating the success or failure of an organization in implementing a program

or activity to achieve the goals and objectives that have been set. In other words, effectiveness is a comparison between results and what has been previously determined (Apriliani et.al, 2021). Researchers can conclude from the description above that measuring effectiveness using three dimensions such as goal achievement to determine targets, integration to determine the level of socialization, and adaptability to determine the suitability of the program in the field will run very effectively.

Public Policy Concept

According to Abdoellah and Rusfiana (2016:21) Public / government policy is more of a planned activity that leads to a goal than random or unintentional behavior or actions. Based on this opinion, it can be interpreted that public policy is an action planned by the government and in its implementation has clear objectives to regulate society. Public policy serves to create order and prosperity for society. Meanwhile, policy according to Abidin is defined into several criteria as follows: a. Effectiveness, measuring an alternative target achieved with a policy alternative can produce the desired end goal. b. Efficient, the funds used must be in accordance with the objectives achieved. c. Simple, a policy can achieve the expected results with existing resources. d. Responsible, e. Fair. Fair. e. Answered, policies are made in order to meet the needs of a group or a particular problem in society.

The five policy criteria put forward by Abidin make a reference or filter in deciding whether a policy is a priority to be processed or not, because not all policies have the same priority to be processed. Thus, the five criteria above can be used in determining policy priorities.

The Concept of People with Mental Disorders (ODGJ)

People with Mental Disorders (*ODGJ*) according to the *Undang-Undang Kesehatan Mental Tahun 2014*, are people who experience disturbances in thoughts, thoughts, actions, and feelings that appear as a collection of symptoms or major changes in behavior that can cause suffering and interference in carrying out their humanitarian duties. It can be interpreted that the symptoms of changes in *ODGJ* are seen from very meaningful behavior in carrying out human functions, which can cause suffering and obstacles.

The concept of the SICEPOT Program

SICEPOT is the meaning of a rapid integrated *ODGJ* handling system, this program is run by the Tipar Community Health Center of Sukabumi City through the *Surat Keputusan Camat Citamiang Nomor 18a Tahun 2018* concerning the Citamiang Sub-District *SICEPOT* Team by involving all sectors involved in handling *ODGJ* patients whose conditions disturb the community, as for the parties involved in running this program are: Sukabumi City Health Office, Sukabumi City Social Office, Citamiang Police, Citamiang *Koramil*, Tipar and Cikondang Villages, NGOs and community leaders in the *Tipar Puskesmas UPTD* area.

The purpose of this program is to provide convenience of health services in order to increase the awareness of families of people with *ODGJ* to care for their family members regularly, as well as increase independence, productivity in self-care of *ODGJ* patients. The *SICEPOT* service innovation at the *UPTD Puskesmas* Tipar in Sukabumi City also supports the achievement of the Sustainable

Development Goals (SDGs) program objectives, namely: a. Ensure healthy lives and promote well-being for all people at all ages. The target of the *SICEPOT* program is all people who need mental health services. b. Support welfare in sustainable development and maintain the continuity of community social life, to provide access to justice for all people. *SICEPOT* innovation is able to change people's perceptions of health service procedures that are usually bureaucratic and convoluted to be easily accessible and fast.

C. METHOD

In this study, researchers used qualitative research methods. According to Creswell, the method is used to explore and understand the meaning that a number of individuals or a group of people consider a social or humanitarian problem. Based on this, researchers chose qualitative research methods because in this study researchers tried to find a description of an object or research subject that could develop over time with the conditions in the field. Thus, researchers can propose research and describe in depth how the effectiveness of the implementation of the integrated *ODGJ* rapid system program (*SICEPOT*) at *Puskesmas* Tipar, Sukabumi City. Indicators in this study are reviewed from 3 dimensions proposed by Duncan (in Steers 2020: 53), namely 1. Goal Achievement, 2. Integrity and 3. Adaptation. Then the research technique used is snowball sampling technique. The informants in this study were 6 people.

Data collection techniques that will be used in this study include: observation, interviews and documentation. In analyzing the data, researchers used triangulation techniques (Sugiyono, 2022) which were carried out continuously until the data collected became saturated or considered sufficient by the researcher. Furthermore, researchers conducted data reduction related to the *SICEPOT* program. Followed by data presentation which is the result of various collections of information or arranged data that gives the possibility of drawing conclusions. Finally, the conclusion is the final stage of the research process to give meaning to the data that has been analyzed and verified (miles & huberman, 2014).

D. EXPLANATION

Achievement Of Objectives

According to Duncan (in Steers 2020: 53) to assess whether an effectiveness is successful, it must be reviewed in terms of the objectives and suitability of the program in the field whether it is appropriate. In this dimension of achieving goals, researchers want to know how the objectives of the *SICEPOT* program are coupled with what has been achieved with this program and also what are the obstacles to achieving the goals that underlie this *SICEPOT* program.

The purpose of this program is to provide convenience to mental health services in order to increase the awareness of families suffering from *ODGJ* and care for patients regularly, and independently as for the SOP flow of the implementation of the *SICEPOT* program to carry out this activity:

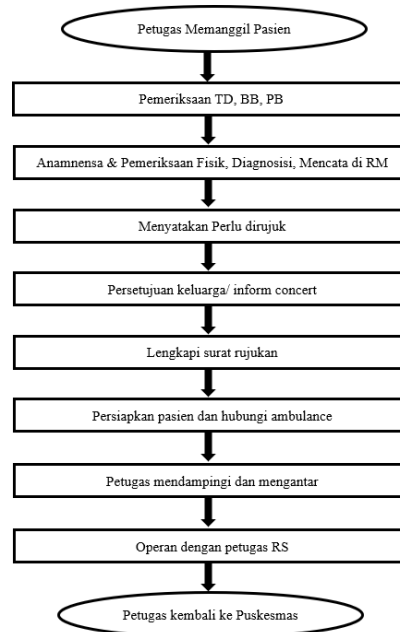


Figure 1. Flow of *ODGJ* Patient Referral services Source: (Researchers, 2023)

Based on the figure above, it can be seen that the flow of *ODGJ* referral services carried out by *Puskesmas* Tipar is by calling the patient, then examining the patient's condition and stating if a referral is needed, then making a letter of consent from the patient's family and completing the applicable requirements, then taking the patient to the hospital to be examined by a psychiatrist after the patient is stable and then brought back to the *Puskesmas*.

Researchers found that the purpose of this program is to improve the quality of health services by handling and reducing the number of people with mental disorders so as to improve the overall welfare and quality of life of the community as stated in Law Number 18 of 2014 concerning Mental Health. This is also supported by the existing SOP which explains that the Integrated *ODGJ* Rapid Handling System (*SICEPOT*) is a service program to handle *ODGJ* patients by involving related parties. The goal of this program is to ensure that *ODGJ* patients are handled quickly, so that the level of independence of *ODGJ* patients increases.

The achievement of the objectives of the *SICEPOT* program is indicated by a significant increase in the objectives that have been achieved by the program, such as reducing the number of *ODGJ*, this statement is supported by the explanation of the informant that the achievement of the objectives of this program has been running well as the previously set objectives. Health workers also conduct monitoring to continue to ensure the patient's condition and to ask how the patient's supervision of taking medication (PMO) is running smoothly or if there are any obstacles.

Thus it can be explained that the objectives and monitoring of this program can be said to have been achieved, because it can be seen from some of these objectives that the implementers have carried it out well, as well as the very good response of the patient's family, this is what makes the patient's family very helpful

with PMO routinely and asking about the progress the patient feels with monitoring. The following is a picture of PMO carried out by *Puskesmas* Tipar:



Figure 2. PMO Monitoring Source: (Processed by Researchers, 2023)

In the picture above, it can be explained that researchers participated in activities to ensure that PMO activities by asking about various obstacles felt by the family. In the field itself, the researcher found that in practice the *Puskesmas* really helped the family as well as monitoring so that the patient was sure that he had taken the medicine. Even so, achieving these goals is not impossible, in the process of implementing activities there are no obstacles, as for the obstacles in achieving the objectives of this program felt by medical staff at *Puskesmas* Tipar, namely from an internal perspective, such as the employee mutation system which causes renewal of health worker employees which results in an obstacle in achieving the objectives in this *SICEPOT* program, not infrequently also from the family whose knowledge of mental health can still be said to be very minimal.

Therefore, what is an obstacle in achieving the objectives of this *SICEPOT* program is families who still do not care about mental health, this is what results in the neglect of family members of patients experiencing mental health problems, and also with the employee mutation system this is also one of the obstacles in achieving these goals.

Thus, from the explanation above, the problem of *ODGJ* is still a concern, although in practice this program has been implemented in accordance with the existing flow, it has not been able to handle *ODGJ* properly. This is due to the lack of attention from the family in handling *ODGJ* patients.

Integrity

Integration can refer to the ability to integrate different components, processes or systems in an effective way. This involves good coordination between the elements involved so that the desired results can be obtained. According to Dancan (in Steers 2020: 53), Integration is a measurement of the level of an organization's ability to socialize, develop consensus and communicate with various other organizations, regarding the socialization process.

So information from the research results obtained through interviews was obtained with informant groups 1 to 6 who said that the *SICEPOT* program is a forum intended for public complaints related to mental health. This of course has

become a state obligation in accordance with the *Undang-Undang Nomor 18 Tahun 2014* concerning mental health where the state guarantees every person to live in physical and mental prosperity and obtain health services which is a mandate from the constitution.

Of course, the *SICEPOT* program indicates that this is a tangible form of the state's presence to help the community in terms of mental health. This is in accordance with the opening of the fourth paragraph of the *Undang-Undang Dasar Republik Indonesia Tahun 1945*, which is to protect the entire Indonesian nation and all Indonesian spilled blood, promote general welfare, educate the nation's life and participate in implementing world order based on independence, eternal peace and social justice.

The *SICEPOT* program was motivated by the Citamiang Sub-district Head Decree No 18a of 2018 concerning public health in the Citamiang area and the results of the *SPK* (Healthy Indonesia Program) survey which showed that the highest number of *ODGJ* at that time in Sukabumi City was Citamiang sub-district, where the *SPK* program was a presidential program that discussed mental health, therefore the Tipar Health Center created the *SICEPOT* program. In this regard, and supported by the legality of the *Surat Keputusan Camat Citamiang No. 18a/2018* on the Integrated *ODGJ* Rapid Handling System Team (*SICEPOT*) in Citamiang sub-district, which refers to the mental health of the community in the Tipar Health Center area of Sukabumi City.

Based on the results of researchers' search in the field, it can be seen that the *SICEPOT* program was established in 2018 at the *Tipar Puskesmas* in Sukabumi City. Of course, this can be one of the references for the Sukabumi City government to be able to continue the program in 14 other *Puskesmas* regarding community mental health service programs in Sukabumi City so that it can help the community to get easy and fast health services through the *SICEPOT* program.

Furthermore, in socializing this program, as according to Duncan (in Steers 2020: 53), the socialization process carried out by *Puskesmas* Tipar in running the *SICEPOT* program is by conducting cross-sectoral socialization such as the Sub-District Head, the *Koramil*, the *Kapolsek*, the *Lurah*, NGOs that are mutually sustainable in socializing this program, this is what makes the *SICEPOT* program get nominated for the top 5 innovations at the West Java provincial level. This socialization can also support the program objectives and expected health benefits. This means that the *SICEPOT* program at *Puskesmas* Tipar Kota Sukabumi can provide convenience to the community by educating and providing solutions to the community regarding mental health. In practice, the socialization stage carried out by *Puskesmas* Tipar regarding this program is both to internal employees such as employees who get transferred from outside the *Puskesmas* Tipar agency, so that they at least know that there is a mental health treatment program implemented at *Puskesmas* Tipar and carry out implementation in accordance with applicable SOPs, then external parties such as patient families and the entire community are notified indirectly through mass media, banners and every meeting held at the Citamiang District hall.

Regarding the socialization process carried out by *Puskesmas* Tipar, although mass media can reach many people, there are still inequalities in the

availability and reach of these media. There are some groups of people, such as those who have financial limitations or lack formal education, may have limited access to mass media or cannot access it easily, this is also a gap in information and socialization. Therefore, many families of patients still do not understand about mental health, which causes the family to be unconcerned about *ODGJ* patients. This shows that the patient's family has not fully realized how important it is to maintain mental health.

Therefore, the researcher can interpret that the obstacle to the socialization carried out by the *Puskesmas* Tipar to the families of *ODGJ* patients is the limited knowledge about mental health that is understood by the patient's family so that this becomes a serious obstacle to dealing with *ODGJ* patients themselves, in the sense that the *Puskesmas* Tipar must be even more extra in conducting outreach, especially to the patient's family so that the patient's family can develop more knowledge, especially how to handle understanding *ODGJ* patients.

From the explanation related to the integrity dimension carried out by *Puskesmas* Tipar in handling *ODGJ*, seen from the Socialization Indicator, communication has been carried out well, but it still needs to be improved in socialization in using social media because there are still many patient families who have limitations in using social media so they must improve communication methods other than through social media.

Thus it can be concluded that related to the integration aspect which is then combined with the results of observations during the field, it can be seen that the party authorized to provide socialization, namely the *Tipar Puskesmas*, conducts the socialization by involving the ranks of the Health Office, Social Service, the *Satpol PP*, the community to the Sub-district so that the socialization is carried out effectively as a whole and can be sustainable. Then, in terms of community understanding of the benefits and objectives of this program is still lacking.

Adaptation

Adaptation is the organization's ability to adapt and operate effectively in the face of environmental changes or new situations, or what happens when the entity is able to overcome emerging challenges, take advantage of opportunities to achieve goals. Meanwhile, according to Duncan (2020: 53), namely the organization's ability to adapt to its environment, which is related to the suitability of program implementation with conditions in the field.

The formation of the *SICEPOT* program is guided by the *Undang-Undang No. 18 Tahun 2014* concerning mental health which in article 19 paragraph 1 states that the diagnosis enforcement process is carried out by general practitioners, psychologists, and mental health specialists where *Puskesmas* Tipar itself does not have psychologists and psychiatric specialists, this is what makes the program not run optimally.

In this way, it can be interpreted that there is still a lack of health worker resources to run this program, this is a serious obstacle in running this program, thus it can be seen that the health services provided through this program have not been maximized, due to the fact that there are no health resources such as psychologists and psychiatric specialists in charge of handling this program. After all, this program needs to have professionals in it so that this program can be

directed according to the needs of *ODGJ* patients.

Furthermore, in this study, the implementation of this program was commanded by the Sukabumi City Health Office, especially in the field of Non-Communicable Diseases and the Tipar Community Health Center of Sukabumi City as the implementer of this program where the family was greatly helped, as explained by the implementer who stated that the patient's family was greatly helped by the existence of this program, and the family was very grateful to the *Puskesmas* for helping to deal with mental patients.

Therefore, it can be interpreted that in the implementation of the *SICEPOT* program, the family is greatly helped by the implementation of this program, because this *ODGJ* treatment program aims to improve mental health, by managing stress, reducing symptoms of anxiety and depression, and improving overall psychological well-being.

The purpose of this program is to provide convenience to health services in order to increase the awareness of families suffering from *ODGJ* and to care for their family members regularly, so the researcher concludes that the implementation of this PMO is very convenient, especially for families of *ODGJ* patients so that they can carry out treatment easily. Thus, the patient's family is greatly helped especially by the existence of this program because this program explains mainly about mental health, as seen from the community's response who are grateful for the existence of this program, and thanks to the *Tipar Puskesmas* officers who have helped explain about mental illness.

Thus, researchers can interpret from the explanation above that the existence of this program is very helpful for patient families to consult about mental health, in accordance with the applicable SOP where this program is a forum to minimize public mental health, especially in the *UPTD Puskesmas Tipar* area of Sukabumi City. Thus this research, the novelty in this research is that there has been no research examining this program, so researchers hope that by examining this program will add new information from the results of this research report.

E. CONCLUSION

Based on the findings, it can be concluded that Duncan's approach (in stress, 2020: 53) helps this researcher in measuring and analyzing the effectiveness of *Puskesmas Tipar* in handling patients with mental disorders (*ODGJ*). In this program, what should be emphasized is how this program can handle the decline in *ODGJ* patients through the *SICEPOT* program and be able to improve patient welfare in accordance with the *Undang-Undang Nomor 18 Tahun 2014* on Mental Health. However, the facts in the field state that this program based on Duncan's theory (in Sterss, 2020: 53) cannot be said to be optimal. This can be seen from the fact that each of the 2 of the 3 dimensions has not been fulfilled properly. In the integrity dimension, the socialization indicator is still not optimal even though it has involved many sectors in this program, but until now the obstacles to socialization carried out by the *Tipar Puskesmas* to the families of patients with this program have not been able to be carried out properly, namely with limited knowledge about the mental health of the patient's family so that this is a serious obstacle to dealing with the patients of this program themselves. This happens

because some socialization to patient families uses mass media while there are still many patient families who still have limitations in mass media. Furthermore, the existence of professional resources such as psychologists, mental health doctors and medical personnel is needed in dealing with health problems, especially for patients enrolled in this program, but *Puskesmas* Tipar has not been able to meet these needs as part of the Adaptation Dimension.

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