

The Effectiveness of Village Stand by Ambulance in Public Service in Kajuara, Bone Regency

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ABSTRACT

This Research aims to discuss how the Village Stand by Ambulance is used by the community in Kajuara District, Bone Regency. Furthermore, this research also provides an overview of community on public service in the health sector by accelerating community access to referral centers, as a form of first aid. This research is initiated from the provision of Stand by Ambulance for village in almost all villages in Bone Regency. Thus, how is this implemented and used by the community. This research is descriptive qualitative research, which was carried out to describe the problem being research. The types of data used are primary and secondary data, obtained from informants and documents related to the problem studied. The informant of this research is the secretary of the Kajuara District, Bone Regency, all the Head of Villages in Kajuara District, Village community who have used the Village Stand by Ambulance. Data collection technique was through observation, interview, and documentation. From the research of analysis in the discussion, it can be concluded that from the indicator of target accuracy, it was found that the users of Village Stand by Ambulance increased from year to year. For indicator of Village Stand by Ambulance socialization, it is through village chief, then it will be announced during Friday prayers at each mosque in the village that there is a Village Stand by Ambulance which can be used to health service. From the purpose indicator, it is found that the village community feels helped by the presence of Village Stand by Ambulance, even though the fuel costs remain for the users.

Key Words: Village, health, service, Effectiveness

1. INTRODUCTION

The village is a legal community unit that has territorial boundaries that is entitled to organize and take care of government affairs, community interests based on initiatives recognized and respected in the government system. In the village is composed the Village Government and the Village Representative Body which is the Village Government. The formation of the Village Government itself is elected directly by the village people. The Village Government is obliged to prosper its people because it has been elected to be their representative and leader one of them on health transport. Health is a basic need for every human being in achieving well-being. Every human being is entitled to health protection because a strong state or region is supported by a healthy society both physically and spiritually.

Health issues have always received special attention from the government because health greatly covers all aspects of routine in all areas. That is what is sometimes still a problem for the community, especially regarding means and infrastructure, although the government has implemented the National Health Guarantee program for people who are particularly underprivileged. But things are indeed in the line of limitations given the many things that the government has to take care of outside of health. An example is the issue of Emergency/Transportation of emergency patients which until now feels still poorly balanced with the number of people in a certain quota especially in the District and Village areas, this is in accordance with Government Regulation No. 38 of 2007 on the Division of Government Affairs Between the Government, the Provincial Local Government, the Regional Government of Redistrict/City that the handling of the health field becomes one of the mandatory affairs that is the authority of the Provincial Government and the Municipal District.

People in rural areas often find it difficult to get transport equipment to be able to bring their families to health care, whether it is a health service near or far away. This is due to the fact that not all rural communities have cars or transport that can provide comfort and safety for these patients when they are taken to the health service. Therefore, the step taken by the village government in Bone district is to procure ambulances in several villages that are designed as fleets that meet the needs of the surrounding

community, among other things, to help people who need transportation to local health services. The village emergency ambulance is one of the cars owned by the village that is provided through the Village Fund Budget (ADD) which aims to help people experiencing health problems to get to the nearest health services. (Fatmasari 2019)

Based on the results of the observations made by researchers, it is known that out of 18 villages in Kajara Kabupate Bone Subdistrict, there are 5 villages that have ambulances on standby, among which are Lemo Village, Kalero Village, Mallahae Village, Bulutanah Village, and Lappabosse Village. The village ambulance is reserved for people in villages who are in dire need of a health service car, people who do not have a vehicle and even the sick are expected to be able to provide first aid to go to the nearest health center or hospital. Especially for people living in remote villages. This program is expected to be a solution in helping the village community in the field of health care.

But in fact, there is still information about shortcomings in the procurement of the Village Stand by Ambulance, as quoted from the Punggawanews.com article published on June 2, 2021 entitled "Village Ambulance in Bone Allegedly Overpowered by Head of village, Circulating Photos Used Among Brides", in the article it contains about people's complaints about the use of village ambulances that are often found parking in local offices, coffee shops and traditional markets. Included is used for recreation. To get out, it is necessary to study how exactly the implementation of the Village Emergency Ambulance procurement is.

Based on the background of the above problem, the research problem used in the discussion of this study is how the effectiveness of the use of Village Stand by Ambulance in Kajara of Bone Regency?

This research is expected to be able to contribute to the development of knowledge about the effectiveness of using village standby ambulances in Kajara District, Bone Regency and as a reference for the literature and other writers who are interested in this research.

It is hoped that this research will be useful for agencies, especially government, society in general and universities who need information or contributions of thought regarding the effectiveness of using village standby ambulances in Kajara District, Bone Regency.

2. LITERATURE REVIEW

According to Steers in Hedra Hermawan (2017) [2] finds that "Effectiveness is the range of efforts of a program as a system with certain resources and means to meet its objectives and means without crippling those means and resources and without putting due pressure on their implementation". According to Mardiamso in [3] "effectiveness is the measure of success or non-achievement of the objectives of an organization towards its objectives. When an organization achieves a goal, the organization has run effectively." From some of the above opinions about effectiveness, we can conclude that effectiveness is a fundamental element for achieving a predetermined goal or objectives in any organization, activity or program. It is called effective when a goal or goal is achieved as set Measuring the effectiveness of an organization is not a very simple matter, since effectiveness can be examined from different points of view and depends on who assesses and interprets it. When viewed from the perspective of productivity, a production manager gives the understanding that effectiveness means quality and quantity (output) of goods and services. The degree of effectiveness can also be measured by comparing predetermined plans with tangible results that have been realized. However, if the effort or result of the work and the actions carried out are not appropriate so as to cause the goal not to be achieved or the expected goal, then it is said to be ineffective. As for the criteria or measures regarding the achievement of effective objectives or not, as stated by Budiani (2007) [4] are the following:

- 1.1 Accuracy program targets, namely the extent to which program participants are precisely those previously determined.
- 1.2 Program socialization, namely the ability of program organizers to carry out program socialization so that information regarding program implementation can be conveyed to the community in general and target program participants in particular.
- 1.3 Program objectives, namely the extent to which program results match the program objectives that have been previously determined. Program monitoring, namely activities carried out after the program is implemented as a form of attention to program participants.

2.2 Concept of Village Government Public Services in the Health Sector

A village is a legal community unit that has territorial boundaries and has the authority to regulate and manage government affairs, the interests of local communities based on community initiatives, origin rights and traditional rights that are recognized and respected in the government system of the unitary state

of the Republic of Indonesia Law Number 6 of the Year 2014. Village development is very important in social life.

Rural development in a broad sense covers various areas of life such as economic, social, cultural, political and security which integrates the roles of government and society in its management by utilizing development resources effectively to improve the quality of life and welfare of the community on an ongoing basis. [5] stated that in village development there are two important aspects that are the object of development:

1. Village development in the physical aspect, namely development whose main object is the physical aspect (facilities, infrastructure and people) in rural areas such as village roads, house buildings, settlements, bridges, dams, irrigation, places of worship, education and so on. Development in this physical aspect is hereinafter called Village Development.
2. Development in the aspect of human empowerment, namely development whose main object is the aspect of development and increasing abilities, skills and empowering people in rural areas as citizens, such as education and training, development of economic, health, spiritual businesses and so on. Development in aspects like this is hereinafter referred to as Village Community Empowerment.

Among the developments that must receive special attention is the development of facilities and infrastructure in the health sector. According to Wulandari (2016)[6] Health services are all efforts and activities to prevent and treat disease. All efforts and activities to improve and restore health carried out by health workers in achieving a healthy society. The aim of health services is to achieve a level of public health that satisfies the expectations and level of community needs (Consumer satisfaction) through effective services by service providers which will also provide satisfaction in the expectations and needs of service providers (Provider satisfaction) in service institutions that are organized efficiently (Institutional). satisfaction)

According to Sari (2013)[7] Health services in principle prioritize promotive and preventive health services. Promotive services are efforts to improve public health in a better direction and are preventive to prevent people from falling ill in order to avoid disease. For this reason, public health services are not only focused on treating individuals who are sick, but what is more important are efforts to prevent (preventive) and improve health (promotive), so that the form of health service is not only the Community Health Center or Community Health Center, but as

well as other forms of activities, both those that directly improve health and prevent disease, or indirectly have an impact on improving health.

2.3 Previous Study

Many previous studies have discussed the following:

1. Ikbal Fadillah, Eliyusnadi, Amir Hasan. (2021). The Influence of Procurement of Standby Ambulances on the Effectiveness of Community Services in Baru Village, Air Hangat Barat District, Kerinci Regency [8]. *Journal of Nusantara Maha Administration (JAN Maha) STIA Nusantara Sakti Sungai Full – Kerinci Vol. 3 No. 8* (2021). The focus of the research is to determine the influence of the procurement of standby ambulances on service effectiveness and how much influence the procurement of standby ambulances has on service effectiveness. The research method uses quantitative research which is carried out by carrying out calculations related to the research variables. The research results show that Ambulance Alert on Service Effectiveness is positive, namely 89.9. Meanwhile, the big influence of Procurement of Standby Ambulances on Service Effectiveness, where the t value of Procurement of Standby Ambulances is 3.221 (sig 5% < 0.005) or t count 3.221 > t table 2.878, then Ho is rejected Ha is accepted which means Procurement of Standby Ambulances has a significant effect on Effectiveness Service.
2. Arini, Putri Irvia .2017. Effectiveness of Village Alert Car Operations in Improving Public Services (Study of the Jombang Regency Government). Brawijaya University Thesis [9]. The focus of the research is the effectiveness of village alert car operations in improving public services. The research method used is descriptive research with a qualitative approach. The research results show that the effectiveness of Village Alert Car operations is not optimal. This can be seen from the ease of managing the use of Village Alert Cars, not all villages have monitoring books regarding their use, but all villages use electronic communication facilities in the form of cellphones in their operations. Based on providing the same service to the Village Alert Car
3. Nirvana, Taufik Irfadat, (2022). Implementation of the Poja Village Ambulance Program Policy, Sape District, Bima Regency [10]. *Journal of Public Administration Science Vol.19, No.2 December 2022 ep-ISSN: 2085-1804, Page 37-44*. The focus of the research is to explain the implementation of this research using a qualitative approach, data sources were obtained through interviews, observations and

documentation of the ambulance program policy in Poja village, Sape sub-district, Bima district. The research results show that the implementation or implementation of the village ambulance program policy has not been said to be good, due to a lack of socialization from the village government. and society as a whole has not felt the benefits or impacts. It's just that communication about this policy, namely through outreach carried out by the Poja village government, must be improved further, because not all levels of society know about the policy or program.

4. Maudy Ritra Andini, Septo Pawelas Arso, Wulan Kusumastuti. (2020). Analysis of the Implementation of the 2019 Semarang City Alert Ambulance Program [11]. *Public Health Journal (e-Journal) Volume 8, Number 2, March 2020 ISSN: 2715-5617 / e-ISSN: 2356-3346*. The focus of the research is on the implementation of the Semarang City Ambulance Alert program. The research method uses a qualitative descriptive analytical approach with an in-depth interview method chosen based on a purposive sampling technique. The results of the research show that the input variables related to the HR aspect are competent, but the number of human resources is still insufficient, the program implementation budget is sufficient, but the facilities are still felt to be lacking and SOPs have not been formed. Environmental variables in the form of regulations, there are no relevant regulations governing them, so that program implementation is hampered. From previous research, it can be seen that research on Village Ambulance has been researched by several people in different loci, but this research will look at the effectiveness of Village Alert Ambulance using indicators of effectiveness (a) Target accuracy, (b) Socialization, and (c) Program objectives , in measuring the success of village government services in the health sector through the provision of Village Alert Taking. Therefore, this paper will use these effectiveness indicators in collecting information or data related to the Village Alert Ambulance. As is known, the village standby ambulance is one of the village-owned cars which is procured through the Village Fund (ADD) which aims to help people who experience health problems to get to the nearest health service [12].

2. RESEARCH METHODS

This research is descriptive qualitative research, which was carried out to describe the problem being researched. The types of data used in this research are primary data and secondary data obtained from informant s and documents related to the problems studied. The informants in this research were the Secretary of the Kajuara District Head, Bone Regency, the Head of Villages in Kajuara District, Village Communities in Kajuara District who had used the Village Alert Ambulance. Data collection techniques are carried out through observation, interviews and documentation.

3. RESULTS AND DISCUSSION

Kajuara sub-district is one of the sub-districts in Bone Regency out of 27 other sub-districts, Kajuara sub-district has eighteen (18) villages and sub-districts, the number of hamlets is 54 and RT 172 and has an area of 124.13 Km2, the distance from the sub-district capital to the capital city district as far as 75 km. Demographically, the population density in Kajuara District based on area and village/subdistrict is 37,195 people, consisting of 18,313 men and 18,882 women with the following classification:

Table 1. The Total of Kajuara Society

No	Village	Total of Society		Wide (km)
		Male	Female	
1	Raja	1256	1214	5.91
2	Lemo	1124	1145	7.09
3	Abbumpungeng	792	799	5.06
4	Buareng	824	826	6.00
5	Massangkae	1263	1205	6.00
6	Mallahae	612	664	7.20
7	Polewali	556	569	6.80
8	Awangtangka	720	836	6.00
9	Padaelo	625	667	7.13
10	Gona	1804	1974	11.00
11	Waetuo	817	883	7.92
12	Bulutanah	1167	1256	6.50
13	Kalero	1486	1502	12.50
14	Lappabosse	1417	1383	10.00
15	Pude	1235	1252	7.00
16	Ancu	378	458	3.50
17	Angkue	758	776	2.50
18	Tarasu	1479	1473	6.00
Total		18.313	18.882	

Source: Kajuara Sub-District Village Office

1. Effectiveness of Using Village Alert Ambulances in Kajuara District, Bone Regency

Effectiveness of Using Village Alert Ambulances in Kajuara District, Bone Regency. Effectiveness is the range of efforts of a program as a system with certain resources and means to fulfill its goals and means without paralyzing those methods and resources and without placing unreasonable pressure on its implementation. (Steers in Hedra Hermawan, 2017). The following will discuss the results of the research

which provides answers to the problems that have been researched using the indicators proposed by Budiani (2007) which consist of

1.1 Target Accuracy

Persaud (2005) said that targeting accuracy aims to target people who are worthy of receiving program benefits and can be used and ensure that social assistance programs are received by the people who need them most. Target accuracy means the accuracy of using ambulances in villages in Kajuara District. Target accuracy looks at how the programs run by the government are right on target or for the community, as the main aim of procuring village ambulances is to help underprivileged people, in the sense of not having a private vehicle to use to get to the nearest health service.

For this reason, the steps taken by the village government in Bone district are to provide ambulances in several villages which are designed as fleets that meet the needs of the surrounding community, including to help people who need transportation to local health services.

The mechanism for procuring ambulances carried out by the Village Government in villages is a

- Hold a development meeting every year (Musrebang) Development Plan Deliberation.
- Then hold a village government work plan meeting (RKPDes)
- Then there will be a Village Revenue and Expenditure Budget (APBDes) according to the community's proposal at the meeting
- Once agreed, the procurement of the car will be held and the application will be made to the car dealer

The results of the research during the researchers' observations were that ambulances were procured in villages in Kajuara District due to the difficulty of transportation for the community to health service locations such as Community Health Centers or Hospitals. There are 5 villages out of 18 villages that have village standby ambulances, including the following:

Table 2. Villages that have Village Stand by Ambulance

No	Village	Year	Total of Ambulance	Financial Resource
1	Desa Lemo	2019	1	Village Budget
2	Desa Bulutanah	1. 2019 2. 2020	2	1. Village Budget 2. Private Budget
3	Desa Mallahae	2019	1	Village Budget
4	Desa Kalero	2019	1	Village Budget
5	Desa Lappabosse	2019	1	Village Budget

Source: Kajuara Sub-District Village Office

From the table above it can be seen that in 2019 the five villages in Kajuara District, Bone Regency, namely Lemo Village, Mallahae Village, Lappabosse Village, Kalero Village and Bulutanah Village, had procured village standby ambulances using the village

budget, and had 1 car each. village alert ambulances and there are also villages that have 2 village ambulances where the source of funds comes from private funds.

The vehicles that had been procured were then used by village communities in Kajuara District. The following is data on the number of village standby ambulance users in 5 villages:

Table 3. The Number of Ambulance Stand by Village User

No	Village	The Number of Ambulance Stand by Village User			
		2019	2020	2021	2022
1	Desa Lemo	21	58	84	96
2	Desa Kalero	17	66	74	64
3	Desa Bulutanah	29	75	81	79
4	Desa Lappabosse	24	70	92	65
5	Desa Mallahae	17	58	69	82

Source: Kajuara Sub-District Village Office

From the table above, it can be seen that in Lemo Village and Mallahae Village, since 2019-2022, the number of ambulance users on standby in the village has always increased from year to year, while in Bulutanah Village, Kalero Village and Lappabosse Village, the number of ambulance users from 2019-2021 has increased and In 2022 the number of village standby ambulance users will decrease.

To find out the accuracy of the target use of village standby ambulances, if we look at the number of ambulance users, it is necessary to know who is the main priority and what the village standby ambulance is used for, it can be seen from the research results in the form of information through interviews which show that 5 informants stated that in using ambulances Village alerts that are the main priority in using ambulances are underprivileged communities or people who do not have private cars to use to get to the nearest service center. This was confirmed by the Head of Mallahae Village through an interview on June 26 2023:

"Our priority is for people who need it, especially sick people, so that they can use it, but sometimes people don't just use it to go to the hospital or health center but for other purposes."

However, from other information it was found that the Village Alert Ambulance was not only used to serve the community in the health sector but was also used for other purposes, for example to accompany brides and grooms. Other information was also found that the Village Alert Ambulance was sometimes used by the Village Head as an official car to the village office. Although this does not make the community object, if you look at the main objective of providing a Village Alert Ambulance, then this is not in accordance with

the main objective. The Village Alert Ambulance should remain ready even if it is not in use, this is to anticipate that at any time there will be people who suddenly need it.

Based on the research results, it can be concluded that the accuracy of targeting the use of ambulances in Kajuara District, Bone Regency has been right on target based on data on village standby ambulance users always increasing from year to year. However, the village government must still pay attention to the use of the Village Alert Ambulance so that it is no longer used to transport brides and grooms and is used personally by the village head so that indicators of target accuracy can be achieved properly.

1.2 Socialization

Socialization is an activity to disseminate information and understanding to the public about programs run by the government in the health sector. In the socialization process, a number of messages will generally be conveyed to the communicant, with the hope that the communicant will understand the message and usually aims to influence or even change attitudes. One example is the socialization of the existence of ambulances provided by the village government in Kajuara District, Bone Regency.

Socialization carried out by the village government regarding the procurement of Village Alert Ambulances is carried out in mosques every Friday during Friday prayers. This was confirmed by the Head of Lemo Village through an interview on 27 July 2023 who said that "We informed the Head of the Hamlet and then the Head of the Hamlet who announced at each mosque in the Village that there was a Village Alert Ambulance and that it could be used for health services." The following is data from the village government's socialization regarding the Village Alert Ambulance.

Table 4. Village Stand by Ambulance Socialisation Data

No	Village	Total of Mosque	Date
1	Desa Lemo	4	12 July 2019
2	Desa Bulutanah	3	26 July 2019
3	Desa Mallahae	2	2 August 2019
4	Desa Lappabosse	3	16 August 2019

Source: Kajuara Sub-District Village Office

From the data above it can be seen that the socialization carried out by the village government regarding village standby ambulances took the form of announcements in mosques, the villages that carried out the socialization were Lemo Village in 4 mosques on 12 July 2019, Bulutanah Village carried out socialization in 3 mosques on 26 July 2019, In Mallahae Village, outreach was held in 2 mosques on 2 August 2019, while in Lappabosse Village, outreach was held in 3 mosques on 16 August 2019.

The outreach is carried out in the form of disseminating information and understanding to the public about the existence of programs run by the government in the health sector. Based on the results of the research above, it can be concluded that the socialization related to the Village Alert Ambulance is quite good because of the 5 villages that have ambulances, there are 4 villages that have carried out outreach or notification to the community so that the community is more helped by the existence of village government programs, especially for the community in the health sector.

1.3 Program Objectives

Goals are a description of what will be achieved or produced by an organization or company. Goal means what will be aimed at, what is intended, which also means demands or what is demanded [13] who said that objectives are the key to determining and formulating what will be done, when the work must be carried out and accompanied by procedures, budgets and program determination. The aim of providing a village standby ambulance in each village is clear for the community, so that when people are sick and need to go to the community health center or hospital, they can use the health service car provided in each village. Apart from that, the main aim of providing a village standby ambulance in the village is still Many people do not have private vehicles, especially cars, this makes it difficult for people to take their relatives to health care centers, therefore a Village Alert Ambulance has been provided in villages whose main aim is to help people obtain health services.

From the information obtained in the field, it was found that the community was greatly helped by the existence of the Village Alert Ambulance, especially for people who do not have private vehicles. Although the fuel costs are still borne by the people who use the Village Alert Ambulance. Therefore, it can be concluded that the objective of providing a Village Alert Ambulance has been achieved well.

4. CONCLUSION

Based on the data obtained, it can be concluded that the target accuracy indicators found in the data on village standby ambulance users always increase from year to year. For indicators, the socialization of the Village Standby Ambulance is carried out to the hamlet head, and then it is announced during Friday prayers at each mosque in the village that In the village there is an ambulance and it can be used for health services. From the program objective indicators, data was found that with the Village Alert Ambulance, the community felt very helped, even though the

community still had to bear the fuel costs. Therefore, overall effectiveness can run well even though there are still other uses for providing the Village Alert Ambulance, such as accompanying brides and grooms and for personal use by the Village Head. However, this does not become an obstacle to using the Village Alert Ambulance with the principle of continuing to prioritize services to the community in the health sector.

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