

***PILOT PROJECT* INOVASI PELAYANAN SISTEM  
INFORMASI PUSKESMAS TERPADU KOTA PAYAKUMBUH  
(SIPADUKO) DI KOTA PAYAKUMBUH**

**SKRIPSI**

*Skripsi Ini Diajukan Sebagai Syarat untuk Mendapatkan Gelar Sarjana  
Administrasi Publik pada Fakultas Ilmu Sosial dan Ilmu Politik Universitas  
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PADANG  
2024**

## ABSTRAK

**Sri Nadia, 1810842019, Pilot Project Inovasi Pelayanan Sistem Informasi Puskesmas Terpadu Kota Payakumbuh (Sipaduko) Di Kota Payakumbuh , Departemen Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Andalas, Padang, 2024, Dibimbing oleh Dr. Roni Ekha Putera, S. IP, M. PA, dan M. Ichsan Kabullah, S.IP, M.PA.**

Skripsi ini merupakan penelitian yang bertujuan menganalisis Pilot Project Inovasi Pelayanan Sistem Informasi Puskesmas Terpadu Kota Payakumbuh (Sipaduko) di Kota Payakumbuh. Dilatarbelakangi oleh Prestasi Sistem Informasi Puskesmas Terpadu Kota Payakumbuh (Sipaduko) sukses meraih penghargaan Top 99 inovasi pelayanan publik 2021 oleh Kemen PANRB. Namun, setelah dilakukan observasi awal justru peneliti menemukan bahwa sangat sedikit masyarakat yang memanfaatkan inovasi Sipaduko dalam mengakses layanan kesehatan di Puskesmas Ibu dan lebih nyaman datang secara langsung dengan mengambil antrian manual.

Penelitian ini mengacu pada teori inovasi yang dikemukakan oleh Schumpeter yang diantaranya meliputi *launch of a new product or a new species of already known product, application of new methods of production or sales of a product (not yet proven in the industry), opening of a new market (the market for which a branch of the industry was not yet represented), acquiring of new sources of supply of raw material or semi-finished goods, new industry structure such as the creation or destruction of a monopoly position*. Metode yang digunakan dalam penelitian ini adalah metode penelitian kualitatif dengan desain penelitian deskriptif. Data yang diperoleh dilakukan dengan teknik pengumpulan data berupa wawancara, observasi dan dokumentasi. Sedangkan pemeriksaan keabsahan data dengan menggunakan teknik triangulasi sumber dengan teknik pemilihan informan *purposive sampling*.

Dari hasil penelitian ini diperoleh kesimpulan bahwa Inovasi Sipaduko di Puskesmas Ibu berjalan dengan baik. Hal ini dikarenakan hampir seluruh aspek inovasi menurut Schumpeter terpenuhi. Seperti halnya terdapat sosialisasi, terdapat cara baru dalam memberikan layanan kepada masyarakat, tersedianya sarana prasarana serta sumber daya manusia yang memadai, inovasi Sipaduko sesuai dengan visi misi Puskesmas Ibu, serta terdapat kerjasama antar lembaga untuk menyelenggarakan inovasi Sipaduko di Puskesmas Ibu. Adapun kendala yang ada yaitu kurangnya antusias dari masyarakat untuk menggunakan inovasi Sipaduko, kurangnya manajemen pegawai, penganggaran yang masih lemah, serta tidak adanya tujuan baru dari Puskesmas Ibu setelah diberlakukannya inovasi Sipaduko.

**Kata Kunci :Inovasi, Pelayanan Publik, Sipaduko, Kota Payakumbuh**

## ABSTRACT

**Sri Nadia, 1810842019, Pilot Project for Information System Service Innovation at the Integrated Health Center of Payakumbuh City (Sipaduko) in Payakumbuh City, Department of Public Administration, Faculty of Social and Political Sciences, Andalas University, Padang, 2024, Supervised by Dr. Roni Ekha Putera, S. IP, M. PA, and M. Ichsan Kabullah, S.IP, M.PA.**

This thesis is a research that aims to analyze the Pilot Project for Information System Service Innovation at the Integrated Health Center of Payakumbuh City (Sipaduko) in Payakumbuh City. Motivated by the achievement of the Information System, the Integrated Health Center of Payakumbuh City (Sipaduko) successfully won the Top 99 public service innovation 2021 award by the Ministry of PANRB. However, after initial observations, researchers found that very few people took advantage of Sipaduko's innovation in accessing health services at the Iuh Health Center and were more comfortable coming directly by taking a manual queue.

This research refers to the theory of innovation proposed by Schumpeter which includes launch of a new product or a new species of already known product, application of new methods of production or sales of a product (not yet proven in the industry), opening of a new market (the market for which a branch of the industry was not yet represented), acquiring of new sources of supply of raw material or semi-finished goods, new industry structure such as the creation or destruction of a monopoly position. The method used in this study is qualitative research method with descriptive research design. The data obtained was carried out by data collection techniques in the form of interviews, observations and documentation. While checking the validity of data using source triangulation techniques with purposive sampling informant selection techniques.

From the results of this study, it was concluded that Sipaduko Innovation with Iuh Health Center was running well. This is because almost all aspects of innovation according to Schumpeter are fulfilled. As well as socialization, there are new ways of providing services to the community, the availability of adequate infrastructure and human resources, Sipaduko innovation in accordance with the vision and mission of Puskesmas Iuh, and there is cooperation between institutions to organize Sipaduko innovation at Puskesmas Iuh. The existing obstacles are the lack of enthusiasm from the public to use Sipaduko's innovation, lack of employee management, budgeting is still weak, and the absence of new goals from the Iuh Health Center after the implementation of Sipaduko's innovation.

**Keywords :Innovation, Public Service, Sipaduko, Payakumbuh City**