



UNIVERSITAS ANDALAS



**ANALISIS SISTEM PELAKSANAAN PELAYANAN
PUBLIC SAFETY CENTER (PSC) 119
KOTA PADANG TAHUN 2025**

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FAKULTAS KESEHATAN MASYARAKAT

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xii + 146 halaman, 27 tabel, 3 gambar, 7 lampiran

ABSTRAK

Tujuan Penelitian

Pemanfaatan pelayanan PSC 119 Kota Padang masih rendah. Hal ini ditunjukkan dengan terjadinya penurunan panggilan PSC pada tahun 2022-2024. Tujuan penelitian ini adalah untuk menganalisis sistem pelaksanaan pelayanan PSC 119 Kota Padang Tahun 2025.

Metode

Jenis penelitian ini adalah penelitian kualitatif dengan pendekatan studi kasus. Teknik penentuan informan menggunakan teknik *purposive samping*. Teknik pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan telaah dokumen. Validasi data dilakukan dengan triangulasi sumber dan metode.

Hasil

Hasil penelitian menunjukkan bahwa pelaksanaan pelayanan PSC 119 Kota Padang masih mengalami sejumlah kendala seperti belum berbentuk UPTD, jumlah dan kompetensi tenaga belum memadai, pendanaan terbatas, belum tersedianya layanan perawatan dan rujukan antar fasyankes, sosialisasi belum masif, kolaborasi dengan lintas sektor belum maksimal, pencatatan dan pelaporan belum optimal, dan masih rendahnya pemanfaatan pelayanan PSC oleh masyarakat.

Kesimpulan

PSC 119 Kota Padang sudah melakukan pelayanan darurat maupun non-darurat. Akan tetapi, pemanfaatan layanan PSC oleh masyarakat masih rendah. Hal ini disebabkan oleh beberapa kendala utama pada aspek kebijakan, tenaga, pelayanan PSC, dan sosialisasi. Diharapkan PSC dapat mempercepat proses pembentukan sebagai UPTD, meningkatkan jumlah dan kualitas tenaga, dan melakukan sosialisasi secara masif.

Daftar Pustaka : 50 (1996 - 2024)

Kata Kunci : PSC, darurat, non-darurat, pelayanan, pemanfaatan

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**ANALYSIS OF PUBLIC SAFETY CENTER (PSC) SERVICE
IMPLEMENTATION SYSTEM 119 PADANG CITY IN 2025**

xii + 146 pages, 27 tables, 3 pictures, 7 appendices

ABSTRACT

Objective

The utilization of PSC 119 Padang City services is still low. This is indicated by a decrease in PSC calls in 2022-2024. The purpose of this study is to analyze the implementation system of PSC 119 Padang City services in 2025.

Method

This type of research is qualitative research with a case study approach. The informant determination technique uses a purposive side technique. Data collection techniques are carried out through in-depth interviews, observations, and document reviews. Data validation is carried out by triangulation of sources and methods.

Result

The results of the study showed that the implementation of PSC 119 services in Padang City still experienced a number of obstacles such as not being in the form of a UPTD, the number and competence of personnel were inadequate, funding was limited, care and referral services between health facilities were not yet available, socialization was not yet massive, collaboration with cross-sectors was not optimal, recording and reporting were not optimal, and the utilization of PSC services by the community was still low.

Conclusion

PSC 119 Padang City has provided emergency and non-emergency services. However, the utilization of PSC services by the community is still low. This is caused by several main obstacles that occur in the aspects of policy, personnel, PSC services, and socialization. It is hoped that PSC can accelerate the process of formation as a UPTD, increase the number and quality of personnel, and conduct massive socialization.

References : 50 (1996 - 2024)

Keywords : PSC, emergency, non-emergency, service, utilization