

CHAPTER II

GENERAL OVERVIEW

2.1 Overview of the Administrative City of Central Jakarta

Administrative City of Central Jakarta is one of the administrative areas in DKI Jakarta Province that plays a strategic role as the center of government and national activities. This area is the location of various government institutions, offices, and centers of social and economic activities. The high intensity of community activities in Central Jakarta makes this area densely populated, dynamic, and complex.

As an area with a high level of population mobility, the Administrative City of Central Jakarta is faced with demands for the provision of quality public services, including in the field of health. The local government has an obligation to ensure that health services are accessible to all levels of society. In this context, the existence of Community Health Centers (Puskesmas) in the Central Jakarta area plays an important role as the front line in the provision of basic health services for the community.

The selection of Puskesmas Cempaka Putih, Central Jakarta as the research location is based on several strategic considerations. The digitalization of healthcare services is becoming increasingly crucial in the context of densely populated urban areas like DKI Jakarta. Based on data from the Central Statistics Agency (BPS) in 2024, DKI Jakarta has a population density of 16,165 people/km², making it the most densely populated province in Indonesia. The high population density poses particular difficulties for healthcare providers, particularly in terms of efficiency, service speed, and the distribution of healthcare resources.

Table 2.1 Population Density per sq.km

Provinsi Province	Persentase Penduduk Percentage of Total Population			Kepadatan Penduduk (per km ²) Population Density per sq.km		
	2020 ¹	2023 ²	2024 ²	2020 ^{1,6,7,8}	2023 ^{2,9}	2024 ^{2,9}
(1)	(8)	(9)	(10)	(11)	(12)	(13)
Aceh	1,95	1,97	1,97	91	96	98
Sumatera Utara	5,48	5,52	5,54	203	212	215
Sumatera Barat	2,05	2,07	2,07	132	137	139
Riau	2,37	2,38	2,39	73	74	75
Jambi	1,31	1,32	1,32	71	75	76
Sumatera Selatan	3,13	3,14	3,14	92	101	102
Bengkulu	0,74	0,75	0,75	101	104	105
Lampung	3,33	3,34	3,34	260	277	281
Kepulauan Bangka Belitung	0,54	0,54	0,54	89	91	92
Kepulauan Riau	0,76	0,77	0,78	252	260	264
DKI Jakarta	3,91	3,83	3,79	15.907	16.146	16.165
Jawa Barat	17,87	17,89	17,88	1.365	1.346	1.359
Jawa Tengah	13,51	13,47	13,46	1.113	1.093	1.104
DI Yogyakarta	1,36	1,34	1,34	1.171	1.178	1.186
Jawa Timur	15,05	14,90	14,85	851	865	870
Banten	4,41	4,42	4,41	1.232	1.316	1.329
Bali	1,60	1,58	1,57	747	788	793
Nusa Tenggara Barat	1,97	2,00	2,00	286	283	287
Nusa Tenggara Timur	1,97	2,00	2,01	109	120	122
Kalimantan Barat	2,00	2,02	2,02	37	38	39
Kalimantan Tengah	0,99	1,00	1,00	17	18	18
Kalimantan Selatan	1,51	1,52	1,52	105	114	115
Kalimantan Timur	1,39	1,40	1,44	29	31	32
Kalimantan Utara	0,26	0,26	0,26	9	10	11
Sulawesi Utara	0,97	0,96	0,96	189	185	186
Sulawesi Tengah	1,10	1,11	1,11	48	50	51
Sulawesi Selatan	3,36	3,36	3,36	194	207	209
Sulawesi Tenggara	0,97	0,99	0,99	69	76	77
Gorontalo	0,43	0,44	0,44	104	101	102
Sulawesi Barat	0,53	0,53	0,53	85	89	91
Maluku	0,68	0,69	0,69	39	42	42
Maluku Utara	0,47	0,48	0,48	40	41	41
Papua Barat	0,42	0,20	0,21	11	9	10
Papua Barat Daya	–	0,22	0,22	–	16	16
Papua	1,59	0,38	0,38	13	13	13
Papua Selatan	–	0,19	0,19	–	5	5
Papua Tengah	–	0,52	0,52	–	24	24
Papua Pegunungan	–	0,52	0,52	–	28	29
Indonesia	100,00	100,00	100,00	141	147	149

Source : BPS-Statistics Indonesia 2024

2.3 General Overview of Cempaka Putih District

Cempaka Putih Subdistrict is one of the Districts located in the Administrative City of Central Jakarta, DKI Jakarta Province. Cempaka Putih District is one of the districts in the Central Jakarta Administrative City, known as a rapidly developing residential and educational area. Although most of its area consists of housing,

Cempaka Putih also has various important public facilities, such as health centers, schools, and universities, making it a comfortable and strategic area for its residents (BPS Kota Jakarta Pusat, 2025).

According to Central Statistics Agency (BPS), Cempaka Putih District has a population of approximately 95.497, consisting of an almost equal number of men and women, reflecting significant population growth in this area. This number is divided among three urban villages, namely West Cempaka Putih, East Cempaka Putih, and Rawasari, with variations in population in each urban village influenced by infrastructure and access to public services.

Table 2.2 Population in Cempaka Putih District, 2024

Kelurahan Subdistrict	Penduduk/Population		
	Laki-Laki/Male	Perempuan/Female	Jumlah/Total
(1)	(2)	(3)	(4)
Rawa Sari	12.870	13.072	25.942
Cempaka Putih Timur	13.474	13.882	27.356
Cempaka Putih Barat	21.112	21.087	42.199
Cempaka Putih	47.456	48.041	95.497

Source : BPS Kota Jakarta Pusat

The Cempaka Putih area consists of three sub-districts, each divided into several Community Units (RW) and Neighborhood Units (RT). This structure is a crucial part of local governance. The number of RW and RT units in this sub-district

continues to adjust to population growth and the need for public services (BPS Kota Jakarta Pusat, 2025). Administratively, this subdistrict consists of 3 urban villages, 30 neighborhood associations (RW), and 364 neighborhood units (RT), based on BPS data for 2025. In addition, Cempaka Putih Subdistrict borders several other subdistricts in the Central Jakarta area, such as Kemayoran Subdistrict and Johar Baru Subdistrict, making it part of an interconnected urban area that supports the daily activities of the community.

The dense population and high mobility of the community in Cempaka Putih Subdistrict have led to an increase in demand for public services, particularly health services. Therefore, the availability of adequate health facilities is an important aspect in supporting the welfare of the community in this area.

2.4 Overview of the DKI Jakarta Provincial Health Office

The DKI Jakarta Provincial Health Office is a regional agency responsible for administering government affairs in the field of health in the DKI Jakarta Province. As a technical agency, the Health Office plays an important role in formulating policies, developing plans, and implementing health programs to improve public health. The Health Office is an integral part of the public service system, particularly in ensuring the availability of quality and sustainable health services.

Based on the Regulation of the Governor of DKI Jakarta Province Number 57 of 2022 concerning the Organization and Work Procedures of the Health Service, the DKI Jakarta Provincial Health Service is an implementing element that is positioned under and responsible to the Governor through the Regional Secretary with the task of

administering government affairs in the health sector, to carry out these tasks the Health Service holds the position, duties and functions.

The organizational structure of the DKI Jakarta Provincial Health Office is based on DKI Jakarta Provincial Governor Regulation No. 57 of 2022 concerning the Organizational Structure and Governance of DKI Jakarta Provincial Regional Apparatus. The Health Office is led by a Head of Office who is assisted by a Deputy Head of Office and an Office Secretariat, and supported by several technical divisions that handle public health, disease prevention and control, health services, and health resources.

In carrying out its duties, the Health Office also oversees the Sub-Health Office at the administrative city level and various technical implementation units. Community health centers (Puskesmas), as primary health care facilities, are under the guidance and supervision of the Health Office through the local Sub-Health Office, including the Cempaka Putih Community Health Center, which is the location of this study.

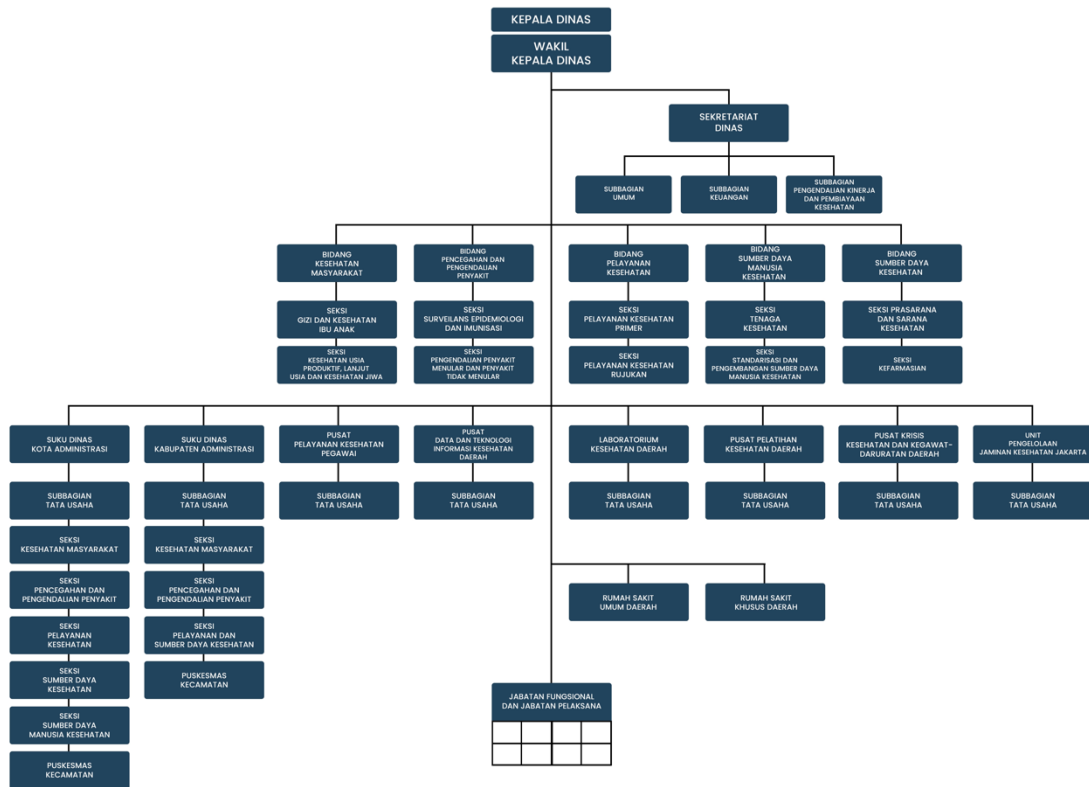


Figure 2.1 Organizational Structure

Source : <https://dinkes.jakarta.go.id/berita/profil/struktur-organisasi>

2.5 Overview of Cempaka Putih Community Health Center

The Cempaka Putih Community Health Center is a primary health care facility that plays an important role in providing comprehensive health services to the people of Cempaka Putih District and its surroundings. As a community health center that has

been operating since 1990, this health center is part of the regional health care system that aims to improve the health of the community in a sustainable manner.

In carrying out its duties, the Cempaka Putih Community Health Center prioritizes promotional and preventive efforts. The service approach emphasizes the principles of friendliness, accessibility, and community-oriented care, so that health services can be provided holistically. As a primary health facility, the Cempaka Putih Community Health Center is under the guidance and supervision of the DKI Jakarta Provincial Health Office through the Central Jakarta City Health Office.

Health services at the Cempaka Putih Community Health Center are provided in accordance with primary health care objectives based on the life cycle, referring to the Primary Care Integration (ILP) policy as stipulated in the Decree of the Minister of Health of the Republic of Indonesia Number 2015 of 2023. The implementation of ILP aims to ensure that every citizen receives comprehensive, continuous, and quality health services. Through this approach, health services are no longer program-oriented, but are tailored to the life stages of the community.

Based on the implementation of this approach, the Cempaka Putih Community Health Center provides various types of health services that are grouped into several service clusters. This grouping aims to facilitate service delivery, improve service effectiveness, and ensure that each target group receives services according to their health needs. The types of health services available at the Cempaka Putih Community Health Center are presented in the following table.

Table 2.3 Types of Services at Cempaka Putih Community Health Center Based on Clusters

No	Service Cluster	Types of Services
1.	Cluster 2: Maternal and Child Health	Maternal Health; Postpartum Health; Delivery Room; Integrated Management of Newborns (IMN); Integrated Management of Sick Children (IMSC); Child Health Services (ages 5–10); Adolescent Health Services (AHSS) (ages 10–18); Immunization
2.	Cluster 3: Adults and the Elderly	Adult Health Services (18–59 years old); Elderly Health Services (60 years old and above); Family Planning Services; IVA Screening; Counseling and Health Checkups for Prospective Brides and Grooms (KIR Catin)
3.	Supporting Cluster	Registration Desk; Dental and Oral Health Services; Nutrition Consultation; Pulmonary Tuberculosis and Leprosy Services; HIV and Sexually Transmitted Infections (STI) Services; Mental Health Services; Psychological Services; Violence Against Women and Children (VAWC) Services; Acupressure; Medical Procedures; Health Certificate for Hajj Pilgrimage (KIR Hajj); Death Certificate (KIR Death)
4.	Cross-Cluster	Emergency Department (ED); Pharmacy Services; Laboratory Services

Source: Cempaka Putih Community Health Center (processed by the author)

As a primary health facility, the Cempaka Putih Community Health Center serves as the front line in providing health services to the community. The Community Health Center is the first place that people go to obtain basic health services before being referred to advanced health facilities if necessary.

In addition to providing individual health services, the Cempaka Putih Community Health Center also plays an important role in public health efforts through promotional and preventive activities, such as health education, disease prevention, and community empowerment. This role makes the Community Health Center the spearhead of government health policy implementation at the sub-district level.

The target of Cempaka Putih Community Health Center's services is the entire community in the Cempaka Putih District and surrounding areas, regardless of age, gender, or socioeconomic background. The target of services covers the entire life cycle, from pregnant women, infants and toddlers, children, adolescents, adults, to the elderly.

With a life cycle-based approach, the Cempaka Putih Community Health Center strives to ensure that each community group receives health services that are appropriate to their health needs, thereby creating comprehensive and sustainable health services.



Figure 2.2 Organizational Structure of Cempaka Putih Community Health Center

Source : <https://puskesmascempakaputih.jakarta.go.id/home/halaman/struktur>

The organizational structure of the Cempaka Putih Community Health Center is designed to support the provision of integrated, effective primary health care services that are oriented towards the needs of the community. At the leadership level, the Head of the Community Health Center plays a key role in leading, coordinating, and supervising all service and managerial activities of the community health center to ensure that they are carried out in accordance with applicable health care policies and standards.

In carrying out their duties, the Head of the Community Health Center is supported by several service cluster managers, each of whom has specific responsibilities in their respective fields. The Head of the Management Cluster is responsible for the administration, governance, and operational support of the health

center. The Head of the Maternal and Child Health Cluster is responsible for maternal, infant, and child health services. Furthermore, the Adult and Elderly Health Cluster handles health services for adults and the elderly.

In addition, there is a Communicable Disease Control and Environmental Health Cluster that focuses on prevention, control of communicable diseases, and environmental health monitoring. The Cross-Cluster Cluster supports general and comprehensive services, such as emergency services, pharmacy, and laboratories, which support all other service clusters.

The division of the organizational structure based on clusters aims to ensure that health services can be provided comprehensively, in a coordinated manner, and in accordance with the community's life cycle approach. With this organizational structure, the Cempaka Putih Community Health Center is expected to be able to improve the quality of health services in a sustainable manner and provide services that are responsive to the needs of the community.

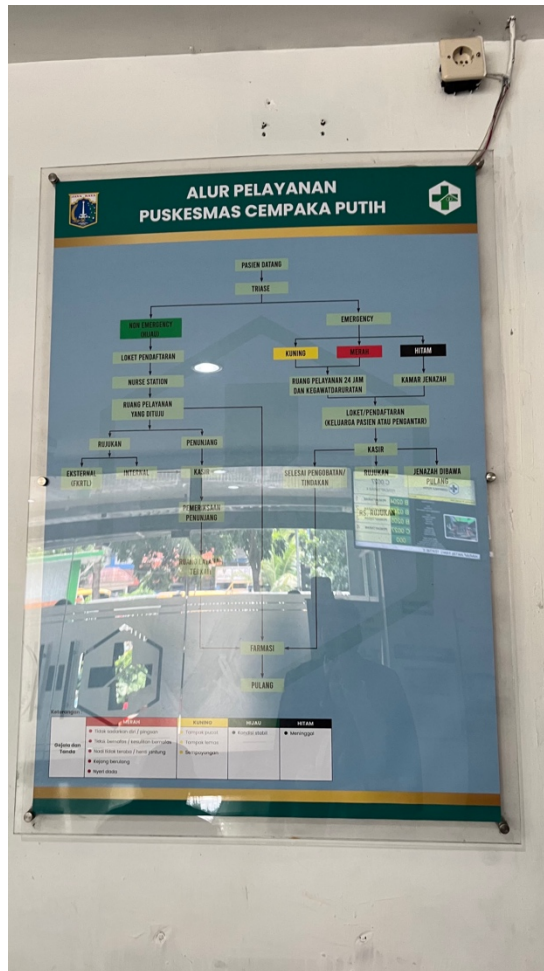


Figure 2.3 Service Flow at Cempaka Putih Community Health Center

Source : Researcher Documentation, 2025

The service flow at the Cempaka Putih Community Health Center is designed to ensure that every patient receives prompt, appropriate, and emergency-level healthcare services. The service begins with the arrival of the patient, who then undergoes a triage process to determine their condition and medical needs.

Based on the triage results, patients are classified into non-emergency (green) and emergency patients. Non-emergency patients are directed to the registration desk, then to the nurse station for an initial examination before receiving treatment in the designated treatment room. Next, patients may receive medical treatment, supporting examinations, or internal or external referrals as needed. After treatment is complete, patients complete administrative procedures at the cashier, pick up their medication at the pharmacy, and are allowed to go home.

Meanwhile, emergency patients are treated based on triage color codes, namely yellow (emergency), red (critical emergency), and black (deceased). Patients with yellow and red codes receive immediate treatment in the 24-hour service and emergency room, while patients with black codes are directed to the morgue. The administrative process for emergency patients is carried out by family members or escorts through the registration desk and cashier. After medical treatment is complete, patients can be referred to further health facilities or discharged according to their clinical condition.



Figure 2.4 Operating Hours and Service System of Cempaka Putih Community Health Center

Source : Researcher Documentation, 2025

The Cempaka Putih Community Health Center provides health services with operating hours tailored to the type of service and community needs. Based on the information on the Cempaka Putih Community Health Center's service board, several key services such as emergency and critical care, registration, delivery rooms, pharmacy, and laboratory services are available 24 hours a day, every day, to ensure continuous access to health services for the community.

Meanwhile, other health services are provided on certain days and hours, namely generally Monday to Thursday from 7:30 a.m. to 4:00 p.m. and Friday from

7:30 a.m. to 4:30 p.m. These services include maternal and child health services (KIA), immunization and child development, adolescent health services, adult and elderly health services, non-communicable disease services, family planning and IVA, dental and oral health, nutrition counseling, mental health services, and environmental health services. Additionally, some specialized services such as acupressure and mental health services are provided on specific days according to the schedule set by the community health center.

The service system at the Cempaka Putih Community Health Center is implemented in a structured and scheduled manner, with services divided based on the type and level of community health needs. The arrangement of operating hours and service system aims to improve service effectiveness, optimize resource utilization, and ensure that the community receives safe, timely, and quality health services.