ABSTRACT

THE EFFECTIVENESS OF PUBLIC SERVICE COLLABORATION IN THE FIELDS OF HEALTH AND POPULATION ADMINISTRATION: A CASE STUDY OF CHILDREN BORN AT THE REGIONAL GENERAL HOSPITAL LA MAPPAPENNING BONE *OF SOUTH* SULAWESI *PROVINCE*

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*As the first Regional Hospital owned by the Government of South Sulawesi Province, and having established cooperation with the Department of Population and Civil Registration of Bone Regency to facilitate mothers giving birth at the hospital so that they may return home with population administration documents, there are still identified issues—specifically, the absence of external evaluation between the two parties as one measure of the effectiveness of the collaboration between the hospital and the Department of Population and Civil Registration of Bone Regency. This study aims to analyze the effectiveness of public service collaboration in the fields of health and population administration regarding the issuance of civil documents for children born at the Regional General Hospital (*RSUD*)* La Mappapenning Bone*.*

This study employed a descriptive qualitative approach with data collection techniques including observation, in-depth interviews, and documentation. The informants consisted of 15 (fifteen) persons including the Head of the Department of Population and Civil Registration of Bone Regency, the Director of the Regional General Hospital La Mappapenning*, several employees involved in the collaboration, and 5 (five) pregnant patients who gave birth at the hospital.*

The results show that, based on four indicators—Managing Goals, Managing Trust, Managing Culture, and Managing Leadership—the collaboration has been implemented effectively by both parties. However, it is necessary to enhance synergy between agencies, to improve standard operating procedures, and to conduct regular monitoring to ensure that all children who are born at the hospital receive population administration rights promptly and appropriately.

Keywords: *Collaboration, Public Service, Population Administration, Health, Effectiveness.*

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