


Analysis Of The Implementation Of Basic Living Assistance In The Community Handled By PSC 119 Mimika

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Article Info	ABSTRACT
<p>Keywords: Basic Life Support, Public Safety Center (PSC), Community.</p>	<p>Mimika is one of the regency in Indonesia that has a fairly high death rate, this indicates that there is a need to implement basic life support so that people have knowledge of the application of Basic Life Assistance (BHD). The research design used in this research is mixed methods research. with a cross-sectional approach. Data processing techniques through interviews and distributing questionnaires. The population and sample in this research are the community in Mimika Regency and the Public Safety Center (PSC) in Mimika Regency. Qualitative data analysis techniques include data reduction, data presentation and drawing conclusions. Quantitative analysis techniques are carried out using classical assumption tests, multiple linear regression analysis techniques and hypothesis testing. The results of this research indicate that the effectiveness of implementing Basic Life Assistance (BHD) by the Public Service Center (PSC) in providing basic life assistance services to the community in Timika City includes; (1) Training and Certificates, (2) Accessibility and Availability of Equipment, (3) Community Socialization and Education, (4) Monitoring and Evaluation, (5) Cooperation and Partnership. The role of the community is an important key in supporting the effectiveness of the implementation of Basic Life Support (BHD) by the Public Service Center (PSC) in Timika City. (1) Active participation in BHD training, (2) Becoming a volunteer, (3) Disseminating information, (4) Providing moral support, and (5) Providing input and feedback. Responsiveness factor has no influence but Reliability (X2), Communication (X3), Skill (X4) influences the application of basic life support (Y) by PSC in providing Basic Life Assistance services for the Community in Timika City. Knowledge and knowledge influence the implementation of Basic Life Support (Y) in the community in Timika City.</p>
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INTRODUCTION

Emergency services are defined as medical interventions required by emergency patients in the near future to avoid disorders and preserve life based on the General Provisions of Minister of Health Regulation No. 47/2018. Therefore, healthcare professionals must be prepared to treat patients who are in shock, distress, intoxicated, or who are suffering from a life-threatening situation. Emergency patients often experience cardiac and respiratory arrest. CPR, or cardiopulmonary resuscitation, is a procedure that helps the heart start pumping

again and improves blood supply to all parts of the body¹.

Anyone can experience an emergency at any time, anywhere and for any reason². It is very important for people to get Basic Life Support (BHD) in emergency situations³. Emergency situations can arise at any time and in any place, and health professionals have a responsibility to handle such situations. This does not rule out the possibility of an emergency situation occurring at the location where it is very important to provide assistance to the victim before medical personnel find him. When a sufferer experiences a heart attack or stops breathing, basic life support or BLS is given as first aid. Basic life support is a series of first aid procedures given to patients experiencing cardiac arrest or respiratory arrest, artificial respiration and external cardiac compression.

BHD can be given by lay people who have received training on how to identify the disease, what to do in the early stages, how to contact the appropriate health agency, and how to perform rapid resuscitation⁸. According to research by Eko & Setianingsih, early detection and calling an emergency ambulance (EMS) 119 is the main factor influencing the effectiveness of resuscitation in cardiac arrest patients. Health education programs or similar initiatives can educate the public regarding rapid recognition of cardiac arrest and prompt activation of emergency medical services⁹.

Considering that Mimika is one of the regency in Indonesia with the highest death rate, Basic Life Support (BHD) is very important to increase the level of security provided to the community, especially in Mimika Regency. This means that BHD must be implemented so that people know how to carry out basic life support. The Integrated Road Safety Management System (IRSMS) program integrates traffic accident data with Jasa Raharja. Based on this data, there were 140 traffic accidents in Timika City in 2019 which resulted in 182 people being injured and 32 people dying. Apart from that, there were 115 traffic accidents in Timika City in 2020 which resulted in 167 people being injured and 39 people dying. In Timika, there were 113 traffic accidents in 2021 which resulted in 138 people being injured and 31 people dying. This case data only contains emergency cases resulting from traffic accidents in metropolitan areas; This does not include medical emergencies due to diseases that attack both inside and outside the home, as well as medical emergencies that occur in hilly and coastal locations.

The Minister of Health's initiative, PSC 119, is significant progress for Indonesia. This program offers rapid response to medical emergencies. The city is involved in a Call center-based emergency victim/patient service mechanism known as the Integrated Emergency Management System, or SPGDT for short. Using telecommunications access code 119. The integrated call center, a unique network-based service in the health sector, is the basis of the systems architecture and technology of Telecommunication Access Code 119. A Public Security Facility, also known as an Integrated Security Service Center, or PSC, is a facility that functions as emergency service centers in districts and cities, which ensure people's needs are met in a timely manner¹⁸.

To pre-survey thirty PSC teams, researchers sent the following statements to respondents directly:

Table 1. PSC Team Pre-Survey Results

No	Question	Answer			
		Agree	%	Don't agree	%
1.	PSC always provides a fast and efficient response to every community need	22	73%	8	22%
2.	PSC has a good reputation for providing reliable and trustworthy services	22	73%	8	22%
3.	PSC has the ability to explain information clearly and easily understood by the public	19	63%	11	37%
4.	PSC team members have the skills necessary to provide quality service	16	53%	14	47%

Source: Data processed by researchers, 2024

By using four questions to collect initial observational data on thirty PSC teams, researchers were able to determine what influenced PSCs in terms of communication, responsiveness, dependability, and proficiency in providing basic life support. The majority of respondents, 22 people, answered positively when asked whether PSC always responded quickly and effectively to every community need. When asked whether PSC had a good reputation for offering reliable and trustworthy services, the majority of 22 respondents answered positively. Nineteen respondents answered “yes” when asked whether the PSC could present facts in a way that the general public could understand. Finally, the statement that "PSC team members have the skills needed to provide quality services" shows that the majority of respondents up to 16 people answered yes. Overall, preliminary observational findings suggest that variables influencing PSC impact implementation of basic life support.

Table 2. Community Pre-Survey Results

No	Question	Answer			
		Agree	%	Don't agree	%
1.	I have sufficient knowledge about the types of Basic Life Support (BHD) that can be provided by PSC 119 Mimika.	16	53%	14	47%
2.	BHD-related training for the community can help increase participation and understanding of how to get this assistance.	19	63%	11	37%

Source: Data processed by researchers, 2024

Based on initial observation data from 30 communities regarding the knowledge and training variables that motivate communities to implement basic life support, two questions were asked. Sixteen respondents stated that they were quite aware of the types of Basic Life Support (BHD) that could be provided at PSC 119 Mimika. Nineteen respondents responded favorably to the statement, "BHD-related training for the community can help increase

participation and understanding of how to get this assistance." Overall, preliminary observation findings suggest that societal influences impact implementation of basic life support.

In this case, experts are of the opinion that PSC and the government play an important role in saving lives in case of cardiac arrest. The majority of medical personnel lack basic life support (BHD) knowledge. One of the reasons why medical personnel are unable to treat patients during the emergency phase (also known as the golden period) is because they have not received the necessary training or outreach from the authorities to properly introduce the BHD approach to emergency victims. The general public can immediately contact medical services and provide adequate first aid if they have the necessary information and abilities. Collaboration with NGOs and medical facilities is also necessary in this regard, as they may offer education and training on basic life support for heart attack victims. Researchers are interested in reviewing this research to see how the existing Basic Living Assistance (BHD) program is performing in Timika City, Papua, because previous research findings show that there is still a lack of implementation in the community regarding Basic Living Assistance (BHD). However, other research findings show positive changes in people who have received training in this program.

Researchers are interested in studying the elements that influence the application of Basic Life Support, where this is based on a lack of understanding of the application of Basic Life Support. This interest stems from the challenges and background information described above. Therefore, scholars wish to raise this title with "Analysis of the Implementation of Basic Life Support in the Community Handled by PSC 119 Mimika".

The formulation of the problem in this research is: How effective is the implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in providing basic life assistance services to the community in Timika City?. What is the role of the community in supporting the implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in providing basic community life assistance services in Timika City?, What are the factors that influence the implementation of Basic Life Support (BHD) by the Public Service Center (PSC) in providing basic life support services in the community?. How does the level of knowledge influence the implementation of basic life support in Timika City?. How does training affect the implementation of basic life support in Timika City?

Special purpose. To find out and understand the effectiveness of the implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in providing basic life assistance services to the community in Mimika. To find out and understand the role of the community in supporting the implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in providing basic community life assistance services in Timika City. To find out and understand the factors that influence the implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in providing basic life assistance services to the community in Timika City. To find out and understand the level of knowledge that influences the implementation of basic life support for the community in Timika City. To find out and understand the influence of training on the implementation of basic life support for the community in Timika City

METHOD

This research is a combination of two previously existing research methodologies, namely qualitative and quantitative research. Sugiyono defines mixed research as a research approach that combines quantitative and qualitative methods¹⁹A cross-sectional strategy was used in carrying out this research. Studying the dynamics of the relationship between risk factors and outcomes through strategies, observation techniques, or data collection is known as cross-sectional research²⁰. Participants in this research include Public Safety Center (PSC) 199 Mimika Regency officers and Mimika Regency residents who have received Basic Life Support (BHD) training. Three informants were employed in this study, out of thirty people sampled. Primary and secondary data are two categories of data. Interviews and distributing questionnaires to respondents produce primary data. Meanwhile, secondary data is collected from research sites related to the research to be conducted, journals and related publications. This research was conducted in Mimika Regency, and follow-up research is scheduled for December 2023–January 2024.

Qualitative and quantitative data analysis was used in this research. Qualitative data analysis techniques include data reduction, data visualization, and drawing conclusions. Data reduction involves condensing information, selecting the most important elements related to the research question, concentrating on those elements, looking for themes and patterns, and ultimately producing a clearer picture and simplifying the data collection process. Data can be presented using programs, flowcharts, visual tables, and other similar tools. Making conclusions is the final stage of the qualitative analysis process¹⁹.

Multiple linear regression analysis approaches, hypothesis testing, and classical assumption testing are used in quantitative analytical procedures. Several tests, including heteroscedasticity, multicollinearity and normality tests, are used to test classical assumptions. Finding a linear relationship between independent and dependent variables is the goal of the multiple linear regression test. Partial test (t test), simultaneous test (F test), and coefficient of determination test are used in hypothesis testing to ensure the relationship between independent and dependent variables²²

Apart from that, researchers used photos and video recordings of interviews, of course with the informant's consent, as documentation. In addition, questionnaires are used by researchers to collect quantitative data. To make it easier to collect information, the researcher created a list of interview questions which served as a guide in the interview.

RESULT

Community involvement in supporting the establishment of basic life support and the capacity of PSC 119 Mimika in providing basic life support services is very important for the successful implementation of BLS in Timika City. This can be seen from research findings which show that the community and PSC 119 Mimika play an important role in implementing basic life support.

Effectiveness of the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City

Providing efficient basic life support training to the community is the responsibility of

PSC 119 Mimika in implementing basic life support. There are several factors that influence the effectiveness of implementing Basic Life Support (BHD) PSC 119 Mimika in providing BHD services to the people of Timika City, based on the findings of interviews conducted by researchers with PSC 119 Mimika officers to determine the effectiveness of implementing BHD by the Public Service Center (PSC). This efficacy is influenced by several factors, including:

- a. Training and Certificates
- b. Accessibility and Availability.
- c. Community Socialization and Education
- d. Monitoring and Evaluation
- e. Cooperation and Partnership

Based on the interview findings above, the ability of the Public Service Center (PSC) in Timika City to provide Basic Life Assistance (BHD) effectively is very important to maintain the safety and welfare of the community. An accredited government training program for PSC 119 Mimika officers has been highlighted as one of the factors influencing this effectiveness. This training can help PSC officers become more adept at providing basic life support and better prepared to handle emergencies. Although these efforts are commendable, it is difficult to disseminate and implement BHD training in all regions due to limited accessibility, including some hard-to-reach areas and the main obstacle is the availability of equipment when conducting basic life support training. Through various activities, PSC actively carries out outreach and education. With mass media, expanding the educational audience is an important goal in increasing public awareness of the need to incorporate BHD into everyday life. Regular performance reviews in the implementation of the BHD program and initiatives to increase the program's success rate demonstrate PSC's dedication to assessing and improving its effectiveness. Although partnerships with various parties actively involved in introducing PSC 119 Mimika and the BHD training program, as well as collaboration with the government, are recognized as positive steps in supporting the BHD program, obstacles such as a lack of experienced human resources must be overcome. PSC 119 Mimika has demonstrated a strong commitment to adopting BHD as a whole, but to better achieve the program's goals, barriers including increased education, improved infrastructure, and the recruitment of additional BHD coaches must be overcome.

The Role of the Community in Supporting the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Community Life Assistance Services in Timika City

PSC 119 Mimika's support in providing basic life support services is community involvement in the implementation of basic life support. One of the factors in increasing the role of the community and increasing the effectiveness of implementing BHD is the results of interviews conducted by researchers to determine the role of the community in supporting the implementation of the Basic Life Support (BHD) Public Service Center (PSC) in providing basic life support services to the community in Timika City. Here are some factors that influence it:

- a. Participation in Training

- b. Become a Volunteer
- c. Disseminating Information
- d. Provide Moral Support
- e. Provide Input and Feedback

The interview answers above show how the Public Service Center (PSC) in Timika City is able to implement Basic Life Assistance (BHD) with the help of the community. Community involvement in BHD training programs and PSC outreach initiatives is critical in the implementation of basic life support because it can increase knowledge and emergency response capabilities. Additionally, volunteerism plays a major role in disaster preparation, mitigation, and environmental awareness campaigns. To increase awareness of BHD in the community, the public can also actively participate in disseminating information by holding outreach events and through personal communication. Participation in program planning and fundraising events as a means of providing moral support shows community involvement in ensuring the success and sustainability of the BHD program. Getting input and feedback from the community is critical to improving program effectiveness, and the desire to communicate more frequently with the PSC is a sign of how important it is to have open lines of contact. Therefore, in order for the implementation of BHD in Timika City to be effective, the community must play a more active role and be included in the planning and assessment process and the PSC and the community must work together more closely.

Factors Influencing the Implementation of Basic Life Support (BHD) by the Public Service Center (PSC) in Providing Basic Life Support Services to the Community in Timika City.

Researchers also want to know the factors that influence the ability of the PSC 119 Mimika team to provide basic life support services consisting of *Responsiveness*, Reliability, Communication and Skills from the PSC 119 Mimika team. Researchers use the partial hypothesis test (t) which aims to show how much influence an explanatory or independent variable individually has in explaining variations in the dependent variable. The results of hypothesis testing in this research are:

Table 3. PSC Team Partial Test

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	-8,425	3,066		-2,748	,011
<i>Responsiveness</i>	,110	,071	,069	1,550	,134
Reliability	,179	,064	,119	2,776	,010
Communication	,602	,099	,485	6,059	,000
Skills	,883	,130	,546	6,783	,000

a. Dependent Variable: Basic Life Support

Source: SPSS Output Results, 2024

- a. The Influence of Responsiveness on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

Research findings regarding community responsiveness to the implementation of basic life support carried out by PSC in providing services to the people of Timika City produced a t-value of 1.838, less than 2.05954 at a significance level of 0.134. This shows that the significance value ($0.134 > 0.05$) is greater than 0.05 and the tcount value is smaller than ttable ($1.550 < 2.05954$). Thus, it can be said that the implementation of basic life support (Y) carried out by PSC in providing basic life support services to the people of Timika City is not influenced by the responsiveness variable (X1).

- b. The Influence of Reliability on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

At a significance threshold of 0.010, research findings regarding the dependence of the implementation of KKS Basic Life Assistance in providing basic life assistance services for the people of Timika City produced a t-count value of 2.776 which was higher than 2.05954. This shows that the significance value is smaller than 0.05 ($0.010 < 0.05$) and the tcount value is greater than ttable ($2.776 > 2.05954$). Thus, it can be said that the implementation of KKS Basic Life Assistance (Y) in providing services to the residents of Timika City is influenced by the dependency variable (X2).

- c. The Influence of Communication on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

The t-count value of 6.059 is greater than 2.05954 with a significance level of 0.000 obtained from the results of research regarding communication regarding the implementation of Basic Life Assistance by PSC in providing basic life assistance services for the community in Timika City. This shows that the significance value is smaller than 0.05 ($0.000 < 0.05$) and the tcount value is greater than ttable ($6.059 > 2.05954$). Thus, it can be said that the communication variable (X3) influences how the PSC implements Basic Life Assistance (Y) in order to provide services related to Basic Life Assistance to the residents of Timika City.

- d. The Influence of Skills on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

Research findings regarding the PSC's ability to implement basic life support services in the people of Timika City produced a t-count of 6.783 which was greater than 2.05954 at a significance level of 0.000. This shows that the significance value is smaller than 0.05 ($0.000 < 0.05$) and the tcount value is greater than ttable ($6.783 > 2.05954$). Thus, it can be said that the implementation of KKS Basic Life Assistance (Y) in providing services to the residents of Timika City is influenced by the Skills variable (X4).

Factors that Influence the Community in Implementing Basic Life Support (BHD) by the Public Service Center (PSC) in Timika City.

The impact of community knowledge and training on the implementation of basic life

support in the city of Timika is also of concern to researchers. Partial hypothesis testing (t) is another tool that researchers use to determine the relative importance of each independent or explanatory variable in explaining changes in the dependent variable. The following are the findings of this research hypothesis testing:

Table 4. Community Partial Test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	,882	2,513		,351	,728
Training	,466	,126	,353	3,707	,001
Knowledge	,896	,131	,653	6,853	,000

a. Dependent Variable: Basic Life Support

Source: Results *Outputs* SPSS, 2024

- a. The Influence of Knowledge on Implementation of Basic Community Living Assistance in Timika City.

Research findings regarding the implementation of basic community life support in Timika City produced a t-count value of 3.707, higher than 2.05183 at a significance level of 0.001. This shows that the significance value is smaller than 0.05 ($0.001 < 0.05$) and the tcount value is greater than ttable ($3.707 > 2.05183$). Thus, it can be said that the knowledge variable influences how Basic Life Support (Y) is implemented in the people of Timika City.

- b. The Effect of Training on the Implementation of Basic Life Support in Timika City

Research findings on training in the application of basic life support in the people of Timika City produced a t-count value of 6.853 which was higher than 2.05183 at a significance level of 0.010. This shows that the significance value is smaller than 0.05 ($0.010 < 0.05$) and the tcount value is greater than ttable ($6.853 > 2.05183$). Thus, it can be said that the training variable influences how Basic Life Support (Y) is implemented in the people of Timika City.

Discussion

Effectiveness of the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City

Based on this research, previous research is relevant to the effectiveness of the Public Service Center (PSC) in implementing Basic Life Support (BHD) in Timika City. Qadir (2020)²⁶ First aid instructions, especially those referring to AHA recommendations, can increase lay people's understanding and skills in providing BHD in cardiac arrest situations outside the hospital. This conclusion is in line with research conducted by Aurelia et al. (2023)²⁷ which shows that the use of audiovisual media can increase respondents' knowledge. The use of visual (images) and auditory (sound) components in videos is thought to make them more interesting and easier to understand for the general public.

On the other hand, a study conducted by Budi (2020)²⁴ provides an alternative point of view stating that PSC 119, which was established as a crisis management service center, has not been operating well. This shows that there are difficulties or obstacles in implementing

PSC 119 to achieve its goals. Therefore, so that the goal of implementing BHD can be achieved more successfully and ideally, the findings of this research can provide further insight into problems that can be considered or improved in PSC's efforts to provide BHD services to the community in Timika City.

Research findings show that the successful implementation of Basic Life Support (BHD) in the Timika City Public Service Center (PSC) is recognized as an important step in maintaining community safety and welfare. Government-provided training and certification, which increases the proficiency of PSC officers and equips them to handle emergencies, is an important element influencing their effectiveness. Although these efforts should be appreciated, there are still significant obstacles, such as inadequate infrastructure and accessibility, as well as the need to increase public knowledge about BHD. PSC aggressively disseminates information through events and media, but its primary goal is to increase educational outreach. PSC's dedication to assessing and improving the effectiveness of the BHD program is evident in consistent performance reviews and initiatives to increase the program's success rate. Collaboration with the government and other related parties is seen as a good thing, but there are obstacles that need to be overcome, such as a lack of quality human resources. Overall, the Timika City PSC has a strong commitment to adopting BHD; however, to more successfully achieve program goals, barriers such as improving education, improving infrastructure, and recruiting BHD coaches must be overcome. The lives of accident victims in Timika City depend heavily on BHD, a basic emergency response initiative.

The Role of the Community in Supporting the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Community Life Assistance Services in Timika City

The effectiveness of accident assistance is very dependent on a person's ability to handle emergency victims. If pre-hospital first aid is not administered properly, this can cause emergency patients to become disabled or even die. Reducing response time is an important step to reduce the death rate of emergency patients. It is important for the public to help victims before medical personnel find them. A clinical emergency occurs when a patient requires emergency treatment to prevent further damage and death.²⁹

Based on research findings, a key component of the initiative to increase the effectiveness of Basic Life Support (BHD) services in Timika City is community support for the implementation of BHD in Public Service Centers (PSC). The high number of heart attack-related deaths highlights the importance of first aid education and proficiency among the general public. Community members often serve as contacts, witnesses, or first responders in emergencies; therefore, it is very important for them to understand BHD in order to act quickly and provide assistance to patients before medical personnel arrive. Interview findings indicate that the community plays an important role in increasing the effectiveness of BHD implementation through active involvement in BHD training, volunteer work, information sharing, moral support, and input and feedback. The public must be more aware of the importance of BHD, and one of the first important steps is to involve them in outreach and education initiatives. Planning, implementing and assessing the BHD program in close collaboration with the people of Timika City can make it safer and better prepared to handle

various disaster scenarios. To implement BHD as effectively as possible, PSCs and communities must communicate better, and local relationships must be strengthened.

Factors Influencing the Implementation of Basic Life Support (BHD) by the Public Service Center (PSC) in Providing Basic Life Support Services to the Community in Timika City.

- a. The Influence of Responsiveness on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

Based on the analysis findings, it can be said that responsiveness does not have a real impact on the way Community Social Service Officers (PSC) implement Basic Life Support when providing services to Timika City residents. This shows that the implementation of Basic Life Support by the community is not directly influenced by the level of readiness and timeliness of the PSC in providing services.

PSC expertise, ability, and readiness to take action are examples of other variables that can have a greater impact on the implementation of Basic Life Support. Therefore, focus should be given to other factors that might improve the standard of PSC Basic Life Support services. Improving PSC training may be one way to help them become more knowledgeable and skilled service providers. Apart from that, strict supervision and the availability of adequate resources are also needed to ensure the successful implementation of the Basic Life Assistance program and provide maximum benefits for the residents of Timika City.

- b. The Influence of Reliability on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

The analysis findings show that dependency has a major impact on the way Community Social Service Officers (PSC) in Timika City implement Basic Life Support when providing services. In this case, the PSC's availability to provide services in accordance with agreed criteria is referred to as reliability. The implementation of Basic Life Support in the community can run more smoothly and successfully if the PSC can be trusted in this matter. Reliability is important because it reflects the PSC's accountability and dedication to providing high-caliber service on schedule. The public will be more satisfied and confident in the Basic Life Support program if the PSC can be relied on because they will feel safer and more secure about the services provided.

The PSC and related agencies must take steps to ensure the availability of adequate resources, such as qualified staff, high-quality equipment, and appropriate infrastructure, to maintain these dependability factors. Apart from that, effective coordination between officers and related institutions is also needed to ensure the smoothness and effectiveness of the services offered. To ensure that the service delivery process can function well and in accordance with established standards, an effective management system is also needed. It is hoped that by maintaining this element of dependency, the implementation of Basic Life Support at PSC can run more smoothly and help the residents of Timika City as much as possible.

- c. The Influence of Communication on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

Based on the analysis findings, it is known that the use of Basic Life Support carried out by Community Social Service Officers (PSC) when providing services in Timika City is greatly influenced by communication. This shows how effective the implementation of Basic Life Support is influenced by contact between the PSC and other officers as well as with the community. Effective communication enables people receiving services from PSC to understand the information provided. In addition, good coordination in the delivery of relevant and effective services depends on the ability of officers to communicate with each other. Therefore, special attention needs to be paid to the PSC's communication capabilities, both in conveying information and listening to community needs and input.

To increase the effectiveness of Basic Life Support implementation, PSCs and related organizations must devise tactics to increase their communication capacity. Building an inclusive and transparent communication culture, using appropriate communication technology, and providing communication training can help achieve this. Therefore, it is believed that the implementation of Basic Life Support carried out by PSC in Timika City will run more smoothly and help the community as much as possible.

- d. The Influence of Skills on the Implementation of Basic Life Assistance (BHD) by the Public Service Center (PSC) in Providing Basic Life Assistance Services to the Community in Timika City.

The analysis findings show that the ability of the Community Social Service Officer (PSC) has a major impact on how Basic Life Assistance (Y) is implemented when services are provided in Timika City. The technical knowledge and skills required to provide Basic Life Support services, such as providing first aid in emergencies, having a basic understanding of medicine, and having strong communication skills, are some of the talents in question. Having strong capabilities enables PSC to offer relevant and efficient assistance to individuals in need. Additionally, having the necessary capabilities helps increase the PSC's confidence in their ability to handle emergencies and make wise judgments when offering assistance.

Efforts need to be made to improve PSC capabilities through continuous training and development if we want to increase the implementation of Basic Life Support. This can be achieved by offering high quality and relevant training alongside the resources and facilities needed to enhance PSC capabilities. Therefore, it is believed that the implementation of Basic Life Support carried out by PSC in Timika City will run more smoothly and help the community as much as possible.

Factors that Influence the Community in Implementing Basic Life Support (BHD) by the Public Service Center (PSC) in Timika City.

- a. The Influence of Knowledge on Implementation of Basic Community Living Assistance in Timika City.

Based on the analysis findings, it can be said that knowledge has a significant influence on how Basic Life Support is implemented in the people of Timika City. The information in question includes basic medical knowledge, the ability to provide first aid in emergencies, and awareness of the importance of acting quickly in emergencies. Having sufficient information increases the likelihood that those who need help will be safe and protected because it allows society to respond to emergencies in an appropriate and efficient manner. Therefore, it is very important for the residents of Timika City to understand basic life support well enough to be able to respond to emergencies appropriately and quickly.

To increase the use of Basic Life Support among the people of Timika City, efforts need to be made to improve their skills in providing first aid in times of crisis. Counseling and training programs run by relevant organizations or nearby medical facilities can do this. The goal is, with sufficient information, Timika City residents can help when needed more quickly and effectively, thereby increasing the safety and security of the entire community.

b. The Effect of Training on the Implementation of Basic Life Support in Timika City

The analysis findings show that training has a significant effect on the implementation of Basic Life Support in the Timika City community. The training in question includes counseling and direct instruction in handling emergency situations, providing first aid, and realizing the need to act quickly. Community awareness, competence and understanding regarding Basic Life Support can be increased through quality training, thereby enabling them to provide appropriate and efficient assistance in emergencies. In addition, training can increase people's confidence in providing first aid, thereby increasing the likelihood that those who need help will feel comfortable and safe.

To increase the implementation of Basic Living Assistance in the Timika City community, there is a need to increase community training regarding this assistance. Regular training sessions organized by relevant organizations or nearby medical facilities can help achieve this. By receiving quality and regular training, it is believed that the people of Timika City will gain the knowledge and skills needed to provide first aid in emergencies, thereby increasing community safety and security.

CONCLUSION

The findings of this research indicate that the Public Service Center (PSC) has successfully implemented Basic Life Assistance (BHD) and provided basic life assistance services to the community in Timika City. These services include: (1) Government-provided training and certification to enhance the competency of PSC officers and equip them to respond to emergency situations; (2) Accessibility and availability of equipment, which presents challenges along with the need to increase public awareness of BHD; and (3) Community Socialization and Education, where PSC actively disseminates information through various activities and mass media, with the main aim of expanding education; (4) Observation and Assessment, PSC dedication in monitoring and improving the effectiveness of the BHD program as evidenced by regular performance reviews and initiatives to increase the

program's success rate; (5) Cooperation and Partnership: Collaboration with the government and other stakeholders is a constructive step in assisting the BHD program. This study shows how important community involvement is in the Public Service Center (PSC) in Timika City in the successful implementation of Basic Life Support (BHD). The community plays an active role in increasing awareness about BHD by: (1) actively participating in BHD training, which is the main factor that increases understanding and skills in responding to emergency situations; (2) volunteerism, which makes a significant contribution to disaster preparedness efforts, disaster mitigation, and increasing environmental awareness; (3) disseminating information, both personally and through outreach activities, is another active way that the community can do to increase understanding about BHD in society; (4) participate in program planning and fundraising activities, which demonstrate community involvement in ensuring the success and sustainability of the BHD program; and (5) Providing suggestions and feedback is an important component in improving program effectiveness, and the desire to communicate more frequently with the PSC is a reflection of the value of candor and efficient communication channels. Meanwhile, skills (X4), communication (X3), and reliability (X2) influence the implementation of PSC basic life support (Y) in providing services to the people of Timika City, while responsiveness (X1) has no influence. Knowledge influences how Basic Life Support (Y) is implemented in the people of Timika City. Training influences how Basic Life Support (Y) is implemented in the Timika City environment.

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