

Determinan Capaian Standar Pelayanan Minimal (SPM) Pada Pelayanan Kesehatan Orang Berisiko Terkena HIV Dengan Pendekatan Malcolm Baldrige Di Puskesmas Kota Depok Tahun 2022

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Abstrak

Penelitian kuantitatif dengan desain potong lintang (Cross Sectional) akan meneliti capaian program pelayanan kesehatan pada orang berisiko terkena HIV dengan pendekatan Malcolm Baldrige di Puskesmas Kota Depok. Tujuan dari penelitian ini adalah mengetahui capaian Program pelayanan kesehatan pada orang berisiko terkena HIV dengan pendekatan Malcolm Baldrige. Populasi penelitian ini adalah seluruh Puskesmas di Kota Depok yang berjumlah 38 Puskesmas. Instrumen penelitian menggunakan kuisioner dan wawancara yang dibuat berdasarkan rujukan baku dari kriteria Malcolm Baldrige yang sudah diterjemahkan ke dalam Bahasa Indonesia oleh peneliti terdahulu dan disesuaikan dengan tujuan penelitian. Variabel Independen ada 6 yaitu Kepemimpinan, perencanaan strategis, focus pada pelanggan, pengukuran analisis dan manajemen pengetahuan, focus pada sumber daya manusia dan manajemen proses sedangkan variabel dependen adalah capaian Standar pelayanan minimal pada pelayanan kesehatan orang berisiko terkena HIV. Analisis data menggunakan analisis data univariat melihat frekwensi distribusi hasil capaian, analisis data bivariat melihat hubungan antara 6 (enam) kriteria Malcolm Baldrige dengan hasil capaian Standar pelayanan minimal Program Pelayanan Kesehatan pada orang berisiko terkena HIV di Puskesmas Kota Depok dan analisis multivariat untuk mencari factor paling dominan mempengaruhi capaian standar pelayanan minimal HIV. Hasil penelitian Univariat mayoritas masuk kategori kurang kepemimpinan (53,07%), perencanaan strategis (46,21%) focus pada pelanggan (43,84%), pengukuran, analisis dan manajemen pengetahuan (44,21%), sumber daya manusia (47,85%) dan manajemen proses (47,49%) sedangkan hasil capaian Standar pelayanan minimal pada orang berisiko terkena HIV (69,86%) masuk kategori cukup. Pada analisis bivariat semua variabel independent memiliki hubungan yang kuat dan positif terhadap variabel dependen. Pada analisis multivariat ada korelasi yang kuat antara capaian SPM HIV (Y) dengan variabel kepemimpinan dan focus pada pelanggan ($R=0,749$) dan memiliki R Square 0,561 dimana variabel yang paling dominan adalah Focus pada Pelanggan (48,5%)

Quantitative research with a cross-sectional design (Cross Sectional) will examine the achievements of health service programs for people at risk of getting HIV using the Malcolm Baldrige approach at the Depok City Health Center. The purpose of this study was to determine the performance of the health service program for people at risk of getting HIV using the Malcolm Baldrige approach. The population of this study were all Community Health Centers in Depok City, totaling 38 Health Centers. The research instrument used questionnaires and interviews which were made based on standard references from Malcolm Baldrige's criteria which had been translated into Indonesian by previous researchers and adapted to the research objectives. There are 6 independent variables, namely leadership, strategic planning, focus on customers, measurement analysis and knowledge management, focus on workforce and process management, while the dependent variable is achievement of minimum service standards in health services for people at risk of getting HIV. Data analysis used univariate data analysis to look at the frequency distribution of performance results, bivariate data analysis looked at the relationship between 6 (six) Malcolm Baldrige criteria and the

achievement results of the minimum service standard for the Health Service Program for people at risk of getting HIV at the Depok City Health Center and multivariate analysis to find the most common factor Dominantly affect the achievement of minimum HIV service standards. The majority of Univariate research results fall into the category of lacking leadership (53.07%), strategic planning (46.21%) focus on customers (43.84%), measurement, analysis and knowledge management (44.21%), workforce (47.85%) and process management (47.49%) while the results of the minimum service standards for people at risk of getting HIV (69.86%) are in the sufficient category. In the bivariate analysis all independent variables have a strong and positive relationship to the dependent variable. In the multivariate analysis there is a strong correlation between HIV MSS achievement and leadership and customer focus variables ($R=0,749$) and R square $=0,561$ where the most dominant variable is Customer Focus (48.5%).