

# Analisis kinerja dan upaya peningkatan kinerja Puskesmas dalam pencapaian Standar Pelayanan Minimal (SPM) bidang kesehatan di Kota Depok tahun 2018 = Performance analysis and effort to improve Puskesmas performance in achieving Minimum Health Service Standards (SPM) in Depok City in 2018

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## Abstrak

Tesis ini membahas mengenai kinerja Puskesmas dan peningkatan kinerja Puskesmas dalam pencapaian standar pelayanan minimal bidang kesehatan di Kota Depok tahun 2018. Tesis ini menggunakan teori sistem dimana peneliti mendeskripsikan faktor input Puskesmas, factor proses puskesmas berupa penyelenggaraan pelayanan puskesmas dan output Puskesmas yaitu Kinerja Puskesmas berdasarkan 12 indikator SPM. Meode penelitian yang digunakan adalah penelitian mixed methods, yaitu penelitian kuantitatif dari univariate hingga multivariate dengan menggunakan data sekunder. Metode kualitatif menggunakan wawancara mendalam dan diskusi terarah. Hasil penelitian menunjukkan bahwa Kinerja Puskesmas terhadap pencapaian SPM sangat rendah, factor yang berpengaruh terhadap kinerja Puskesmas adalah factor bangunan, alat kesehatan dan BMHP serta factor ketenagaan. Hasil uji regresi logistik menunjukkan faktor yang paling berpengaruh adalah faktor ketenagaan.

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This thesis discusses the performance and efforts to improve the performance of Puskesmas in achieving minimum service standards in the health sector in Depok City. This thesis uses a system theory where the researcher describes the input factor, the process factor in the form of puskesmas service delivery and the output factor, namely the Health Center Performance based on 12 SPM indicators. The research method used is mixed methods research, which is quantitative research from univariate to multivariate using secondary data. Qualitative methods use in-depth interviews, focused discussions and document review. The results of the study showed that the performance of the Puskesmas towards achieving SPM was very low, the factors that affected the performance of the Puskesmas were building factors, medical devices and BMHP as well as workforce factors. The results of the logistic regression test show that the most influential factor is the workforce factor.