

# Determinan Kinerja Program Pencegahan dan Pengendalian Hipertensi Berdasarkan Kriteria Malcolm Baldrige di Puskesmas Kota Bogor = Determinants of Hypertension Prevention and Control Program Performance Based on Malcolm Baldrige Criteria at Bogor City Public Health Center

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## Abstrak

Kota Bogor merupakan salah satu dari 17 kab./kota dengan prevalensi hipertensi lebih tinggi dari prevalensi Jawa Barat yaitu 41,0%, menempati urutan pertama di antara semua penyakit PTM di Kota Bogor. Dari 25 Puskesmas di Kota Bogor, baru 24% yang mencapai target SPM dengan rentang nilai capaian antara 23,7% hingga 126,4%. Malcolm Baldrige National Quality Award merupakan kerangka kerja sistem manajemen mutu organisasi yang mampu mengidentifikasi kekuatan-kekuatan dari semua aspek dalam organisasi terkait kepemimpinan, perencanaan strategis, fokus pada pelanggan, pengukuran analisis dan manajemen pengetahuan, fokus pada sumber daya manusia, dan fokus pada proses untuk melihat hubungan dengan hasil kinerja program pencegahan dan pengendalian Hipertensi di Puskesmas Kota Bogor. Tujuan dari penelitian ini adalah mengetahui kinerja program pencegahan dan pengendalian hipertensi di Puskesmas Kota berdasarkan kriteria Malcolm Baldrige serta melihat hubungan kriteria Malcolm Baldrige dengan hasil kinerja program pencegahan dan pengendalian hipertensi di Puskesmas Kota Bogor. Metode penelitian yang digunakan adalah metode kuantitatif dengan desain potong lintang menggunakan instrumen kuesioner Malcolm Baldrige National Quality Award. Populasi penelitian adalah seluruh Puskesmas di Kota Bogor yang berjumlah 25 Puskesmas dengan responden 6 karyawan setiap Puskesmas. Analisis data menggunakan analisis univariat dan bivariat dengan uji statistik chi-square. Hasil kinerja program P2 hipertensi berdasarkan kriteria Malcolm Baldrige didapatkan bahwa terdapat hubungan yang signifikan secara statistik dari 6 kriteria Malcolm Baldrige terhadap kinerja program P2 Hipertensi dengan nilai p value <0,05. Hasil analisis juga menunjukkan nilai OR tertinggi adalah variabel fokus pada SDM (OR = 60,0; CI 95%: 4,72-763,01). Untuk meningkatkan program P2 Hipertensi di Puskesmas Kota Bogor diharapkan dapat mengoptimalkan pembinaan Puskesmas melalui Tim Pembina Cluster Binaan secara terpadu menggunakan acuan self-assessment yang telah dibuat oleh Puskesmas dengan pendekatan Malcolm Baldrige.

.....Bogor City is one of 17 regencies/cities with a prevalence of hypertension higher than the prevalence of West Java, namely 41.0%, ranks first among all PTM diseases in Bogor City. Of the 25 Puskesmas in Bogor City, only 24% achieved the Minimum Service Standards target with a range of achievement values between 23.7% to 126.4%. Malcolm Baldrige National Quality Award is an organizational quality management system framework that is able to identify the strengths of all aspects of the organization related to leadership, strategic planning, customer focus, measurement analysis and knowledge management, focus on human resources, and focus on processes for see the relationship with the results of the performance of the Hypertension prevention and control program at the Bogor City Health Center. The purpose of this study was to determine the performance of the hypertension prevention and control program at the City Health Center based on the Malcolm Baldrige criteria and to see the relationship between the Malcolm Baldrige criteria and the results of the performance of the hypertension prevention and control program at the Bogor

City Health Center. The research method used is a quantitative method with a cross-sectional design using the Malcolm Baldrige National Quality Award questionnaire instrument. The research population was all Public Health Centers in Bogor City, totaling 25 health centers with 6 employees in each Puskesmas. Data analysis used univariate and bivariate analysis with chi-square statistical test. The results of the performance of the P2 hypertension program based on the Malcolm Baldrige criteria found that there was a statistically significant relationship from the 6 Malcolm Baldrige criteria to the performance of the P2 Hypertension program with a p value  $<0.05$ . The results of the analysis also showed that the highest OR value was the variable focused on HR (OR = 60.0; 95% CI: 4.72-763.01). To improve the P2 Hypertension program at the City Health Center, it is hoped that it can optimize the development of the Community Health Center through the Integrated Development Cluster Development Team using the self-assessment reference that has been made by the Puskesmas with the Malcolm Baldrige approach.