

ABSTRAK

Latar belakang : Dalam rangka menanggulangi diabetes, pemerintah menetapkan beberapa peraturan perundang-undangan. Salah satunya yaitu Peraturan Pemerintah Nomor 2 Tahun 2018 Tentang Standar Pelayanan Minimal yang menyebutkan bahwa Standar Pelayanan Minimal (SPM). Standar teknis pemenuhan mutu pelayanan dasar pada SPM Bidang Kesehatan diatur dalam Permenkes Nomor 4 Tahun 2019. SPM Kesehatan Daerah Kabupaten/Kota terdiri dari 12 indikator. Salah satu indikatornya adalah pelayanan kesehatan pada penderita diabetes melitus sesuai standar. Kabupaten Magelang merupakan kabupaten terendah ketiga tahun 2020 dengan capaian hanya 41,9 persen dan 59, 75 persen pada tahun 2021. Masalah yang dikemukakan di awal belum dapat diatasi dan mungkin ada potensi yang belum dapat dipergunakan sehingga diperlukan penelitian mendalam.

Tujuan penelitian : mengeksplorasi faktor penghambat dan factor pendukung capaian kinerja implementasi kebijakan SPM pelayanan kesehatan penderita diabetes melitus di Kabupaten Magelang.

Metode penelitian : Penelitian ini dilakukan dengan metode *Qualitative content analysis*. Subjek penelitian berjumlah 18 orang diambil dengan menggunakan teknik purposive. Menggunakan teknik wawancara mendalam, observasi lapangan dan pengambilan data sekunder.

Hasil penelitian : Implementasi kebijakan SPM sudah berjalan sejak tahun 2020. Pandemi covid-19 dan keterbatasan anggaran, sarana prasarana dan SDM menjadi salah satu penghambat implementasi SPM di Kabupaten Magelang. Namun dukungan kepemimpinan dengan strategi kebijakan integrasi serta monitoring dan evaluasi secara berkala dapat meningkatkan capaian kinerja di beberapa Puskesmas. Dukungan lintas sector juga menjadi kunci keberhasilan implementasi SPM di Kabupaten Magelang. Perilaku sehat masyarakat kurang antusias dalam mengakses pelayanan, walaupun sudah ada upaya tenaga kesehatan untuk jemput bola. Pemahaman serta pengetahuan baik dari segi pengguna dan penyelenggara masih kurang dibuktikan dengan nada miss persepsi berkaitan pedoman yang ada.

Kesimpulan : Terdapat variasi capaian SPM antar Puskesmas. faktor penghambat pencapaian SPM bidang kesehatan indikator pelayanan kesehatan pada penderita diabetes melitus di Kabupaten Magelang yaitu kesiapan implementasi meliputi kurangnya ketersediaan anggaran, sarana prasarana dan sumber daya manusia, karakteristik masyarakat serta kurangnya pemahaman dan pengetahuan baik dari pihak penyelenggara maupun pengguna. Faktor pendukung pencapaian SPM bidang kesehatan indikator pelayanan kesehatan pada penderita diabetes melitus di Kabupaten Magelang yaitu dukungan kepemimpinan dan strategi kebijakan yang dipilih.

Kata kunci : *Diabetes melitus, Dukungan dan hambatan, Implementasi kebijakan SPM*

Abstract

Background: In order to overcome diabetes, the government set some laws and regulations. One of them is PP Number 2 of 2018 concerning minimum service standards which states that minimum service standards (SPM). Technical standards for fulfilling the quality of basic services in the health sector SPM are regulated in Permenkes number 4 of 2019. District / City Health SPM consists of 12 indicators. One of the indicators is health care in patients with diabetes mellitus according to the standard. Magelang regency is the third lowest Regency in 2020 with achievements of only 41.9 percent and 59.75 percent in 2021. The problems raised at the beginning can not be overcome and there may be potential that can not be used so that in-depth research is needed.

Objective: Exploring the inhibiting factors and supporting factors for the performance of the implementation of SPM policy for health services for people with diabetes mellitus in Magelang regency.

Methods: This study was conducted by the method of *Qualitative content analysis*. Subjects were 18 people taken using purposive technique. Using in-depth interview techniques, field observation and secondary data retrieval.

Results: The implementation of SPM policy has been running since 2020. Pandemic covid-19 and lack of budget, infrastructure and human resources are one of the obstacles to the implementation of SPM in Magelang regency. However leadership support with integration policy strategies and regular monitoring and evaluation can improve performance achievements in several Public Health Center. Cross-sector support is also the key to the successful implementation of SPM in Magelang regency. Healthy behavior of the community is less enthusiastic in accessing services, although there have been efforts by health workers to pick up the people. Understanding and knowledge both in terms of users and organizers are still less evidenced by the tone of miss perception related pedoman yang to existing guidelines.

Conclusion: There are variations in the access of SPM between Public Health Center. Factors inhibiting the achievement of SPM in the field of health indicators of health services for people with diabetes mellitus in Magelang regency namely readiness for implementation include the lack of availability of budget, infrastructure and Human Resources, community characteristics and lack of understanding and knowledge both from the organizers and users. Supporting factors for the achievement of SPM in the field of health indicators of health services for patients with diabetes mellitus in Magelang regency are leadership support and the chosen policy strategy.

Keywords: *Diabetes mellitus, Policy Implementation, Support and barriers*