

ABSTRAK

Latar Belakang: Maraknya pemberitaan di media massa mengenai kekerasan terhadap anak semakin meningkat. Kasus kekerasan terhadap anak masih menjadi fenomena gunung es. Pemerintah melalui Keputusan Presiden tahun 1990, tentang Perlindungan Anak, telah mengembangkan Program penanganan kekerasan anak di Puskesmas, bertujuan untuk mengurangi dampak kesehatan dan psikis bagi anak sebagai korban kekerasan. Program tersebut dapat berjalan baik, jika dilakukannya evaluasi.

Tujuan Penelitian: Mengeksplorasi penanganan kasus kekerasan anak di Puskesmas.

Metode Penelitian: Teknik analisis menggunakan analisis kualitatif dengan rancangan studi kasus. Penentuan informan dilakukan dengan menggunakan teknik *purposive sampling*. Subyek penelitian terdiri dari korban kekerasan anak, P2TP2A, PLAT, Dinas Kesehatan Kota dan petugas pelayanan *KtA* di Puskesmas. Instrumen penelitian berupa pedoman wawancara.

Hasil: Analisis Program penanganan kekerasan anak, dilihat dari faktor input terdapat ketersediaan SDM mencakup pengetahuan, pelatihan, supervisi, beban kerja, serta kurangnya SDM di Puskesmas; untuk ketersediaan sarana, mencakup ruang perawatan dan konseling, alat-alat, obat-obatan, serta dana pendukung untuk menunjang pelaksanaan program; dan dari faktor proses terdiri dari perencanaan, proses kegiatan, serta pemantauan evaluasi yang dilakukan oleh Puskesmas, dan untuk faktor output terdiri dari kualitas layanan yang dirasakan oleh korban meliputi bukti fisik Puskesmas, kehandalan petugas, ketanggapan petugas, jaminan akan kesembuhan korban, dan perhatian yang diberikan petugas selama pelayanan.

Kesimpulan: Diperlukan pelatihan bagi petugas puskesmas dalam penanganan *KtA*, belum ada *Standard Operasional Prosedure (SOP)* *KtA* bagi petugas, ruangan konseling dan perawatan menyatu dengan pasien umum, monitoring dan evaluasi belum intens dilakukan di Puskesmas maupun Dinas Kesehatan, belum ada psikologis klinis di Puskesmas.

Kata Kunci : Program Kekerasan terhadap Anak (*KtA*), Evaluasi Program

ABSTRACT

Background: The rise of news coverage in the media about violence against children is increasing. Cases of violence against children are still a phenomenon of icebergs. The Government, through its Presidential Decree in 1990, on Child Protection, has developed a Child Abuse Handling Program in Puskesmas, aimed at reducing the health and psychological impacts on children as victims of violence. The program can run well, if done the evaluation.

Objective: To explore the handling of cases of child abuse in Puskesmas.

Research Method: Analytical techniques use qualitative analysis with case study design. Informant determination was done by using purposive sampling technique. The subjects consisted of child violence victim, P2TP2A, PLAT, City Health Office and KTA service officer at Puskesmas. The research instruments are interview guides.

Result: From the analysis of the programs of handling child violence, seen from the input factors, there humanresources availability including knowledge, training, supervision, work load, and lack of human resources in Puskesmas, for the availability of facilities include treatment rooms and counseling, tools, medicines, and supporting funds to support the implementation of the program, and from the process activities, and monitoring of evaluations conducted by the Puskesmas, and the for output factor consisting of service quality perceived by the victim include physical evidence of Puskesmas, officer's reliability, officer's responsiveness, assurance of victimm's cure, and attention given by officer during service.

Conclusion: Required training for puskesmas personnel in handling KtA, there is no Standard Operational Procedure (SOP) KtA for officer, counseling and treatment room integrated with general patient, monitoring and evaluation has not been intensively conducted in Puskesmas or Dinas Kesehatan, there is no clinical psychology at Puskesmas .

Keywords: Child Violence Program (KtA), Program Evaluation