ABSTRACT

EVALUATION OF HOME CARE PROGRAMS IN MAKASSAR *CITY*

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The Makassar City Government has run a Home Care service program in 47 public health centers since 2015 to provide fast, responsive, and efficient health services. However, its implementation still faces various obstacles that can hinder the achievement of goals optimally. This research aims to evaluate the implementation of the Home Care program in Makassar *City and provide strategic recommendations for optimizing the implementation of the program in the future.*

This study applied a descriptive qualitative approach with data collection techniques through interviews, observations, and documentation. The evaluation was carried out based on six indicators of William N. Dunn's policy evaluation, namely effectiveness, efficiency, adequacy, equity, responsiveness, and accuracy.

The results of the study show that the Home Care Program is considered quite effective in reaching people with limited mobility, though its effectiveness has the potential to decrease due to policy changes. The implementation is considered quite efficient due to the flexibility of the teams and the support of the Dottoro'ta *application, although it has not been utilized to the fullest. The adequacy aspect is considered optimal based on the availability of supporting facilities. Equitable distribution of services is quite fulfilled through a community-based approach, but the intensity of program socialization still needs to be increased. On the other hand, responsiveness is considered not optimal, especially related to the timeliness of service. The accuracy of the target has also not been fully achieved because there is still misuse of services due to low public understanding of the program's objectives. Therefore, improvements to aspects that are not optimal need to be made to support the sustainability and improvement of the quality of Home Care services in the future.*

Keywords: Program evaluation, Home Care, Effectiveness.

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