ABSTRACT

ANALYSIS OF THE FULFILLMENT OF MINIMUM SERVICE STANDARD COVERAGE IN HYPERTENSION CARE AT THE HEALTH OFFICE OF MAKASSAR CITY

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*This study aims to analyze the fulfillment of the Minimum Service Standard (*Standar Pelayanan Minimal *or* SPM*) coverage for health services for people with hypertension at the Health Office of* Makassar *City. The research has been motivated by the suboptimal achievement of* SPM *indicators for hypertension care services.*

This study employed a comparative qualitative descriptive approach, with data obtained through in-depth interviews, observation, and document review involving eight informants from the Health Office of Makassar City *and the public health center (*Puskesmas*). Data analysis was conducted using the Miles and Huberman model with triangulation techniques.*

The results of the study indicate that the fulfillment of SPM *coverage is influenced by six main aspects, namely human resources, facilities and infrastructure, funding, program management, monitoring and evaluation, and policy and leadership support. Facilities, infrastructure, and funding generally support program implementation; however, challenges remain regarding limited implementing personnel, high workloads, and low community reach and compliance in undergoing routine health check-ups. In conclusion, the successful fulfillment of* SPM *coverage for hypertension health services is determined by resource availability, effective program governance, sustainable monitoring and evaluation, and policy commitment from regional leaders. Therefore, strengthening human resource capacity, improving the quality of facilities and infrastructure, optimizing monitoring and evaluation, and reinforcing coordination among work units are necessary to enhance* SPM *achievement optimally and sustainably.*

Keywords: Minimum Service Standard, Hypertension, Health Services.

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