

## ABSTRAKS

### **Tesya Nurcahyani: Evaluasi Sistem Layanan Dan Rujukan Terpadu Melalui Pusat Kesejahteraan Sosial Kelurahan Cijerah Dalam Penanganan Keluhan Kemiskinan**

Pemerintah mengeluarkan Program Sistem Layanan dan Rujukan Terpadu (SLRT) guna penanganan masyarakat prasejahtera. Salah satunya di Kota Bandung, fasilitator dalam penyelenggaraan SLRT yaitu Pusat Kesejahteraan Sosial (Puskesmas) yang ada disetiap Kelurahan. Puskesmas Kelurahan Cijerah ada kendala terhadap alur sistem pengajuan yang mengakibatkan polemik dalam pelaksanaan SLRT sehingga perlu dilakukan evaluasi mengenai sistem yang ada.

Tujuan dari penelitian ini adalah untuk mengetahui evaluasi *input* dalam SLRT Puskesmas Kelurahan Cijerah, evaluasi *process* dalam SLRT Puskesmas Kelurahan Cijerah, evaluasi *outputs* dalam SLRT Puskesmas Kelurahan Cijerah, dan evaluasi *outcomes* dalam SLRT Puskesmas Kelurahan Cijerah.

Teori yang digunakan dalam penelitian ini adalah teori evaluasi dari Bridgman & Davis (2000), mengemukakan indikator evaluasi program kebijakan diimplementasikan berdasarkan : 1. *Input*, 2. *Process*, 3. *Outputs*, 4. *Outcomes*.

Metode dalam penelitian ini menggunakan jenis deskriptif dengan pendekatan kualitatif. Hal ini dilakukan dalam rangka pengumpulan data primer dengan cara observasi, wawancara dan dokumentasi. Selain itu, pengumpulan data dilakukan dengan menggunakan beberapa informasi melalui jurnal, skripsi, website yang berkaitan untuk mendukung data sebelumnya.

Berdasarkan hasil penelitian bahwa evaluasi SLRT Puskesmas Kelurahan Cijerah dalam penelitian menunjukkan: 1. Hasil *input* Program SLRT Puskesmas belum optimal dengan sumber daya manusia yang belum memadai sehingga membutuhkan personil tambahan dari masyarakat. 2. Hasil *Process* dapat dikatakan cukup efektif karena Puskesmas Kelurahan Cijerah melakukan pengembangan dalam alur pengajuan. 3. Hasil *Outputs* Puskesmas Kelurahan Cijerah dalam kepuasan masyarakat penerima manfaat dalam mengikuti program SLRT berjalan dengan baik. 4. Hasil *Outcomes* kinerja Puskesmas yang efektif tetapi belum maksimal dalam penekanan angka kemiskinan di Kelurahan Cijerah.

**Kata Kunci: Evaluasi, SLRT, Puskesmas**

## ABSTRACTS

### **Tesya Nurcahyani : *Evaluation of the Integrated Service and Referral System Through the Cijerah Village Social Welfare Center in Handling Poverty Complaints***

*The government issued an Integrated Service and Referral System (SLRT) program to handle underprivileged communities. One of them is in Bandung City, the facilitator in implementing SLRT is the Social Welfare Center (Puskesmas) in every sub-district. The Cijerah Village Social Health Center is one of the elements implementing SLRT, but there are obstacles to the flow of the application system which has resulted in polemics in the implementation of SLRT, so it is necessary to evaluate the existing system.*

*The aim of this reseearch is to determine the input evaluation in the SLRT of the Cijerah Village Social Health Center, process evaluation in the SLRT of the Cijerah Village Social Health Center, outputs evaluation in the SLRT of the Cijerah Village Social Health Center, and outcomes evaluation in the SLRT of the Cijerah Village Social Health Center SLRT.*

*This research uses the evaluation theory from Bridgman & Davis (2000), suggesting that evaluation indicators for policy programs are implemented based on: 1. input, 2. process, 3. outputs, 4. outcomes.*

*The method in this research uses descriptive type with a qualitative approach. This was done in the context of collecting primary data by means of observation, interviews and documentation. Apart from that, data collection was carried out using several information through journals, theses, related websites to support the previous data.*

*Based on the research results, the evaluation of the SLRT Puskesmas Cijerah Village in the research shows: 1. The Input results of the SLRT Puskesmas program are not yet optimal with inadequate human resources so that it requires additional personnel from the community. 2. The results of the process can be said to be quite effective because the Cijerah Village Social Health Center has carried out developments in the application flow. 3. The results of the output of the Cijerah Village Social Health Center in terms of the Satisfaction of the beneficiary community in participating in the SLRT program are running well. 4. The results of the outcomes of the performance of the Social Health Center is effective but not yet optimal in reducing poverty in Cijerah Village.*

**Keywords: *Evaluation, SLRT, Social Health Center***