

Analysis Of PrEP Service Program For Msm Groups At Puskesmas Jember Kidul As An HIV Prevention Effort

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ABSTRACT

This study aims to evaluate the Pre-Exposure Prophylaxis (PrEP) service program for high-risk groups at Puskesmas Jember Kidul as an HIV prevention effort. This study used a qualitative descriptive approach with the RATER evaluation model consisting of five dimensions: Reliability, Assurance, Tangibles, Empathy, and Responsiveness. The population in this study was all high-risk groups using PrEP services in the Kaliwates District area, Jember Regency. The sample consisted of 5 informants from the MSM (Men who have Sex with Men) group selected using snowball sampling technique. Data were collected through in-depth interviews, observation, and documentation. Data analysis included data reduction, data categorization based on RATER dimensions, data presentation, interpretation, and conclusion drawing with source triangulation to ensure data validity. The results showed that the Assurance and Empathy dimensions were rated very good, characterized by competent staff knowledge, high patient safety and trust, friendly and professional staff attitudes, and the absence of discrimination. The Tangibles and Responsiveness dimensions were rated good, characterized by private and comfortable counseling rooms, print and digital information media, service time of 30-60 minutes, and rapid staff response via WhatsApp. The Reliability dimension was rated fairly reliable, with advantages in procedure and information consistency, but weaknesses were still found in the form of dependence on flexible schedules via WhatsApp, occasional stockouts of PrEP medication, and drug-sharing practices that are not recommended. The conclusion of this study is that PrEP services at Puskesmas Jember Kidul show good to very good quality in four dimensions, but still require improvement in the Reliability dimension, especially regarding drug stock availability and adherence to formal service schedules.

Keywords: PrEP, Healyh Services, RATER, High Risk Groups, MSM, Puskesmas Jember Kidul, HIV/AIDS

