

ABSTRACT

THE CORRELATION BETWEEN COMMUNITY HEALTH WORKERS PERFORMANCES WITH SATISFACTION LEVEL OF HEALTH SERVICE In POSYANDU CEMPAKA, SUB-VILLAGE V In PLERET, PANJATAN, KULON PROGO, YOGYAKARTA

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Background: One of the empowerment in Indonesian was developed the public health center (Posyandu), (Depkes RI, 2005). The important factor in running the function of Posyandu were health workers who has taken roles in 5 tables system in Posyandu activity. The decline in Posyandu performance was feared and it maked the clients satisfaction level decreased which influenced the function of Posyandu and hamper the achievement of MDGs.

Objective : The study aimed to know the correlation between community health workers performance with satisfaction level of health service in Posyandu Cempaka, Sub-village V in Pleret, Panjatan, Kulon Progo, Yogyakarta.

Research Methods: The study was a Non-Experimental and quantitative research with correlation analytical survey method and Cross Sectional approach. Samples were selected with saturation sampling technique, as many as 30 mothers of under-five-years old children visited to Posyandu. Research instrument used questionnaires and research results were analyzed by Spearman Rank.

Research Result : Community health worker performance of Posyandu Cempaka in Pleret, Panjatan, Kulon Progo, Yogyakarta gave service to community were less, that were 12 persons (40%). Satisfaction level of health service in Posyandu Cempaka V in Pleret, Panjatan, Kulon Progo, Yogyakarta were less that 18 persons (60%). Test result of Spearman Rank showed $p\text{-value} : 0,000 < 0.05$ which meaned there was a correlation between community health workers performance with satisfaction level of health service in Posyandu.

Conclusion: Community health workers performance had a correlation with satisfaction level of health service in Posyandu Cempaka in Pleret, Panjatan, Kulon Progo, Yogyakarta.

Suggestion : Community health workers were prompted to increased their skills so that they could have run the function of Posyandu maximally.

Key words: Community health workers, Satisfaction, Service under-five-years old children Posyandu.

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INTISARI

HUBUNGAN ANTARA KINERJA KADER DENGAN TINGKAT KEPUASAN PELAYANAN POSYANDU CEMPAKA DUSUN V DI DESA PLERET, PANJATAN, KULON PROGO, YOGYAKARTA

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Latar Belakang : Bentuk upaya pemberdayaan masyarakat di bidang kesehatan adalah menumbuh kembangkan Posyandu (Depkes RI, 2005). Faktor penting dalam pelaksanaan Posyandu adalah adanya kader yang berperan dalam sistem 5 meja di kegiatan Posyandu. Adanya penurunan kinerja kader dikhawatirkan akan menurunkan tingkat kepuasan pengunjung Posyandu yang dapat mempengaruhi kelancaran pelaksanaan Posyandu sehingga menghambat pencapaian MDGs.

Tujuan Penelitian : Mengetahui hubungan antara kinerja kader dengan tingkat kepuasan pelayanan Posyandu Cempaka Dusun V di Desa Pleret, Panjatan, Kulon Progo, Yogyakarta.

Metode Penelitian : penelitian ini adalah jenis penelitian kuantitatif non ekperimental dengan metode *survey* analitik korelasi jenis pendekatan *cross sectional*. Sampel diambil dengan teknik *saturation sampling* (sampling jenuh) yaitu sejumlah 30 ibu balita yang berkunjung di Posyandu. Instrumen penelitian adalah kuesioner dan hasil penelitian dianalisis dengan rumus *Spearman Rank*.

Hasil Penelitian : Kinerja kader Posyandu Cempaka di Desa Pleret, Panjatan Kulon Progo, Yogyakarta dalam memberi pelayanan pada masyarakat sebagian besar adalah kurang yaitu sebanyak 12 orang (40%). Tingkat kepuasan pelayanan di Posyandu Cempaka di Desa Pleret, Panjatan Kulon Progo, Yogyakarta sebagian besar adalah kurang yaitu sebanyak 18 orang (60%). Hasil uji *Spearman Rank* diperoleh dengan nilai p sebesar $0,000 < 0,05$ berarti ada hubungan antara kinerja kader dengan tingkat kepuasan pelayanan Posyandu.

Simpulan : Kinerja kader mempunyai hubungan dengan tingkat kepuasan pelayanan di Posyandu Cempaka Dusun V di desa Pleret, Panjatan, Kulon Progo, Yogyakarta.

Saran : kader lebih meningkatkan *skill* dan ketrampilan sehingga dapat melaksanakan kegiatan Posyandu secara maksimal .

Kata kunci : Kinerja Kader, Kepuasan, Pelayanan, Posyandu Balita.

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