

THE RELATIONSHIP OF POSYANDU CADRES PERFORMANCE WITH TODDLER MOTHER'S SATISFACTION IN POSYANDU SERVICES IN THE WORKING AREA OF THE SUKARAMAI PUSKESMAS UPT. MEDANCITY YEAR 2024

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ABSTRACT

The decrease in the number of visits by mothers of toddlers at the posyandu in the working area of the UPT Puskesmas Sukaramai is something that needs to be paid attention to by health workers or cadres who work at the posyandu. The aim of this research is to determine the relationship between the performance of posyandu cadres and the satisfaction of mothers of toddlers in posyandu services in the Sukaramai Community Health Center UPT Working Area, Medan City in 2024. The type of research is quantitative research with a cross sectional research design. The research was conducted at the posyandu in the working area of the Sukaramai Health Center, Medan City, starting from December 2023- June 2024. The population of this study was the number of mothers who made regular visits to the posyandu in the working area of the UPT. Sukaramai Health Center, namely 507 toddlers. The number of samples was determined using the Slovin formula and the accidental sampling method as many as 84 people. Hypothesis testing used the Chi-square statistical test. The research results showed that the performance of posyandu cadres in the Sukaramai Health Center UPT Working Area, Medan City, was mostly (42.9%) in the poor category, 33.3% said the cadre performance was sufficient and only 23.8% said it was good. The majority of mothers (36.9%) felt dissatisfied with the satisfaction of mothers of toddlers who received services at posyandu in the working area of the UPT Puskesmas Sukaramai Medan City, 35.7% felt quite satisfied, and only 27.4% felt satisfied with the performance of the cadres. in providing services. The results of the hypothesis test show that there is a relationship between the performance of Posyandu cadres and the satisfaction of mothers of toddlers in posyandu services in the working area of the UPT Puskesmas Sukaramai with a value of $p=0.003$ ($p<0.05$). Seeing that there is a relationship between the performance of posyandu cadres and the satisfaction of mothers of toddlers with posyandu services in the work area of the UPT. Puskesmas Sukaramai, it is necessary to make various efforts to improve the performance of posyandu cadres, such as training cadres to increase the satisfaction of mothers of toddlers with posyandu services. This will have an impact on increasing visits by mothers of toddlers to posyandu activities.

Keywords: Cadre Performance, Satisfaction of Mothers of Toddlers.

INTRODUCTION

Posyandu is a form of Community Resource Health Effort (UKBM) which is managed by the community, from the community, by the community, for and with the community so that it can provide basic health services and accelerate the reduction in maternal and child mortality rates. Efforts to increase roles and functions are not solely the responsibility of the government, but are the responsibility of all components in society, including cadres (Indrayani, 2022)

Data from IFLS (Indonesian Family Live Survey) findings in 1997-2000 stated that there was a decline in posyandu performance which affected the level of satisfaction of mothers of toddlers using posyandu. It has been proven that since the last decade there has been a decline in the number of mothers bringing their toddlers to the posyandu. The data states that there has been a 12% decrease in posyandu users by toddlers, both boys and girls.

Apart from that, there was a decrease in growth monitoring coverage by 14% and ownership of KMS (Cards for Health) decreased by 24% in the same period. One of the causes of decreased service satisfaction at posyandu is due to the low skills of cadres. This is supported by other research which shows that 90% of cadres still make mistakes in weighing techniques that are not appropriate according to procedures and only 40.7% of cadres know the use of KMS (Ramadhan & Akhmadi) in (Hudzaiifah AL FATIH, 2020).

The level of success of posyandu programs cannot be separated from the role of cadres in organizing posyandu, because apart from providing health information to the community, cadres also act as motivators for the community to come to posyandu. One of the problems related to this cadre is the high rate of cadre dropout

The performance of posyandu cadres is closely related to the satisfaction of mothers using posyandu toddlers. The role of cadres in Posyandu includes roles before posyandu day, during posyandu, and roles after posyandu day. These activities include: notifying posyandu opening days and hours to mothers using posyandu, preparing equipment for running posyandu, working on the five posyandu table system, conducting counseling, preparing and providing PMT (providing additional food), while the role of cadres outside the posyandu schedule is carrying out home visits, supporting other health efforts in accordance with existing problems in the community, and reporting all activities that have been carried out (Sunarti, 2019)

The satisfaction of mothers using posyandu toddlers is an important element in determining the achievement of a service program. The satisfaction of mothers of toddlers in posyandu services is influenced by several dimensions of satisfaction such as direct (tangible) evidence including the ability of the physical facilities and infrastructure provided by the service provider, caring attitude (emphaty), health insurance provided (assurance), reliability (reliability), namely service which corresponds to what was promised

accurately and reliably, and the responsiveness skills of cadres or health workers in responding to complaints from mothers of toddlers (responsiveness) (Fatih et al., 2020).

According to Ismawati, quoted in (Ni Kadek 2019), the success of the posyandu cannot be separated from the hard work of cadres who volunteer to manage the posyandu in their respective areas. The lack of adequate training and skills development for cadres results in a lack of understanding of cadres' duties. Weak information and coordination between officers in posyandu activities can result in a low level of attendance of toddlers at posyandu. The sustainability of the posyandu depends on the participation of the community itself. The low level of community participation in coming to the posyandu is due to several factors. These factors include, among others, the age of the toddler's mother, and the mother's lack of knowledge about the importance of visiting the posyandu.

The results of research by Chasanah (2012) showed that the performance of

toddler cadres was on average 57.8% in the good category and the level of satisfaction of mothers of toddlers with Posyandu was an average of 42.2% in the unsatisfactory category. Based on this research, it can be seen that there is a relationship between the performance of Posyandu cadres and the level of satisfaction of mothers of toddlers in Posyandu services (Chasanah, 2012)

The number of posyandu in the working area of the UPT Puskesmas Sukaramai is 28 posyandu located in 4 sub-districts, Tegal Sari I, II, III, and Pasar Merah Timur Subdistrict, with the number of cadres in each posyandu being 5 people. So the total number of posyandu cadres in 28 posyandu is 140 cadres. An initial survey conducted by researchers in December 2023 showed that the average number of visits by mothers of toddlers to posyandu was uncertain each month. It can be seen from the visits of mothers of toddlers at 6 posyandu.

The following is data on the achievements of toddler posyandu in several posyandu:

Table 1 Data on Sukaramai Posyandu Visits in 2023

Posyandu name	Posyandu Target	Visit of Toddler's Mother
Sekar Melati I	44 Toddlers	12 Toddlers
Sekar Melati II	48 Toddlers	16 Toddlers
Sekar Melati III	51 Toddlers	20 Toddlers
Sekar Melati IV	49 Toddlers	18 Toddlers
Sekar Melati V	70 Toddlers	28 toddlers
Sekar Melati VI	31 Toddlers	13 Toddlers

Furthermore, the results of interviews with 10 mothers of toddlers who came to the Posyandu in the work area of

the UPT Puskesmas Sukaramai and the results of the interviews showed that the majority of mothers of toddlers felt

dissatisfied with the services at the Posyandu, for example 4 respondents stated that the cadres did not provide a straightforward explanation regarding the services provided, 2 respondents said that

cadres were always not on time when opening posyandu services, respondents also stated that posyandu services took a long time so they did not meet expectations.

Apart from that, the results of the interview also obtained information that 1 respondent said that posyandu cadres did not provide enough guarantees of safety and comfort when posyandu services were taking place, cadres were less friendly, and had less respect for crying toddlers. Meanwhile, 1 respondent said that the posyandu environment was not clean.

The question is whether the satisfaction of mothers of toddlers in the Sukaramai Health Center working area is related to the low performance of posyandu cadres. Thus, this research aims to analyze the relationship between the performance of posyandu cadres and the satisfaction of mothers of toddlers in posyandu services in the work area of the UPT Puskesmas Sukaramai.

METHOD

This type of research is a type of quantitative research. The research design used in this research is correlation analytic with a cross approach sectional, namely research in which data collection is carried out at a certain point or phenomenon to be studied during the data

collection period. This research was carried out at Posyandu which is in the UPT work area. Sukaramai Health Center, Medan City, starting from December 2023-June 2024.

The population is 507 mothers of toddlers who regularly visit the posyandu. Based on the results of calculating the number of samples using the Slovin formula, the sample size was 84 people using the accidental sampling technique. Data was collected through interviews with the help of questionnaires and observation. Data analysis was carried out univariately to describe the frequency distribution of each variable. Bivariate analysis was carried out using the Chi-square test at the 95% confidence level with $\alpha < 0,05$

RESULTS AND DISCUSSION

Univariate Analysis

In this research the results are presented univariately (characteristics of respondents, performance of posyandu cadres, and satisfaction of mothers of toddlers).

Respondent Characteristics

The characteristics of the respondents in the results of this study are presented in table 1

Table 1. Characteristics of Respondents

NO	Characteristics	Category	Number(n)	Percentage%
1	Age	<28 Years	25	29.8%
		28-33 Years	45	53.6%
		>33 Years	14	16.7%
2	Last education	JUNIOR HIGH SCHOOL	9	10.7%
		SENIOR HIGH SCHOOL	66	78.6%
		(D3, S1)	9	10.7%
3	Work	Housewife	70	83.3%
		Self-employed	8	9.5%
		Private sector worker	6	7.1 %

Based on table 4.1, on the characteristics of respondents, the majority of mothers under five are aged 28-33 years as much as 53.6%, for the educational level the majority of mothers under five are high school graduates as much as 78.6%, and for the

occupation of mothers under five the majority are housewives as much as 83.3 %.

Posyandu Cadre Performance

The performance of posyandu cadres in their services at integrated service posts is presented in table 2

Table 2. Performance of Posyandu Cadres in Services at Integrated Service Posts

No	Posyandu Cadre Performance	Number (n)	Percentage (%)
1	Good	20	23.8
2	Enough	28	33.3
3	Not enough	36	42.9
Amount		84	100.0

Based on Table 2 shows that the performance of posyandu cadres in the Sukaramai Health Center UPT working area is mostly (42.9%) in the poor category, and only 23.8% say the performance of posyandu cadres is in the good category. Based on the results of this research, respondents who said the cadre's performance was poor were because mothers of toddlers felt that the cadre's performance was not in accordance with their roles and obligations as cadres, while

respondents who assessed the cadre's performance as good felt the impact of the cadre's performance before posyandu day, on posyandu day, and after the day. Integrated Healthcare Center.

This is in line with research conducted by Anggraeni (2014) which states that cadre performance shows the quality of work results achieved by a cadre in carrying out their duties must be in accordance with the responsibilities given to them. As in the statement of the role of

cadres before posyandu day, the majority of mothers of toddlers answered that cadres sometimes put up posters regarding the posyandu activity schedule. On posyandu day, in terms of cadres providing counseling to mothers with toddlers, the majority of mothers of toddlers said that cadres never provide counseling to mothers of toddlers. . According to researchers, good cadre performance can be caused by educational level factors.

The education of posyandu cadres is an important factor in the success of posyandu cadre performance efforts. With higher education (fulfilling the requirements), it will be easier for posyandu cadres to receive information which will ultimately increase the cadre's knowledge. in line with research conducted by Andira (2018), stating that "good knowledge of the duties and responsibilities in a job will improve the quality of the work".

The performance of posyandu cadres depends on the activeness of the cadres as seen from the activities that the cadres should carry out, which will run well if supported by adequate facilities. Cadre performance that is still lacking can be improved by increasing incentives and increasing cadre training. One of the objectives of training is to improve and improve individual or community behavior in the health sector. With frequent training carried out on cadres, it is hoped that they can provide new knowledge, ideas and discourse, especially in the health sector, which can be applied to them and disseminated to the community around

them. There is a significant relationship between the funds received by cadres and the cadre's performance (Novi Indrayani, 2019)

Mukrimah and Hasinah's (2014) research also shows that 23 respondents (46.9%) have adequate performance and 26 respondents (53.1%) have inadequate performance and there is a significant relationship between the driving factors. with cadre performance. The performance of posyandu cadres is classified as good, meaning that the cadres are able to carry out their duties and responsibilities well. The higher the incentives received by cadres and the training they have had, the more influence they have in improving the performance of posyandu cadres. In an effort to maintain and even improve the performance of posyandu cadres, it is necessary to consider providing more appropriate incentives. Incentives can be obtained from contributions from mothers who visit the posyandu

or by allocating from village treasury (Simanjuntak, 2014) in Siti Uswatun()

Another factor that also influences cadre performance is age. This shows that the more mature a person is, the wiser they are and the more information they encounter and the more things they do. This is in line with research (Effendy, 2020) which can be concluded that the older a person is, the more mature a person's age will influence a person's maturity in thinking and receiving information. The appearance or results of cadres' work in providing services which are an extension

of health workers' services must always be active, as evidenced by the good performance of cadres (Danan, 2020) as quoted by Jukmas 2020

Mother of Toddler's Satisfaction

The satisfaction of mothers of toddlers with the performance of posyandu cadres is presented in table 3.

Table 3 Satisfaction of Mothers of Toddlers with Services at Posyandu

No	Mother of Toddler's Satisfaction	Number (n)	Percentage (%)
1	Satisfied	23	27.4
2	Quite satisfied	30	35.7
3	Less satisfied	31	36.9
Amount		84	100.0

Based on table 3, the satisfaction of mothers of toddlers is mostly in the less satisfied category, with 31 people (36.9%), 35.7% saying they are quite satisfied, and the remaining 27.4% saying they are satisfied. The level of satisfaction of mothers of toddlers with the performance of posyandu cadres is determined by the level of interest of mothers of toddlers before using the service compared to the results of their perception of the service after the mother feels the performance of the cadres. There are several things that according to mothers of toddlers are still not in line with their wishes regarding good posyandu services, namely regarding cadre skills, communication, handling complaints and providing a sense of comfort. As in the statement in the reliability section "cadres are able to facilitate answering questions or complaints from mothers of toddlers", the majority of mothers of toddlers disagree with this statement. In accordance with the results of Jukmas 2020, satisfaction is a condition where an individual's desires, hopes and needs are met. This means that

mothers of toddlers come to posyandu services to get what they want to fulfill their needs. Mothers will feel satisfied if the performance of the health services they receive is the same or exceeds their expectations. On the other hand, dissatisfaction or feelings of disappointment will arise if the performance of the health services they receive does not match their expectations.

Factors that influence the satisfaction of mothers of toddlers in this study are age and education. In this study, the majority of mothers of toddlers had a high school education, namely 66 people (78.6%). Someone who has a higher education will tend to have complex needs, therefore someone who has a higher education needs more complete and quality services. The age of the mother is also related to the satisfaction of mothers of toddlers because as they get older they will be more willing to seek information about posyandu services, so mothers who feel they have received good service will feel satisfied with the services provided.

Bivariate Analysis

Bivariate analysis presents the relationship between the performance of posyandu cadres and the satisfaction of mothers of

toddlers, which is analyzed using the chi-square test.

Relationship between Posyandu Cadre Performance and Mothers' Satisfaction with Toddlers

Table 4 Cross Tabulation of the Performance of Posyandu Cadres with the Satisfaction of Mothers of Toddlers at Posyandu in the working area of the UPT. Sukaramai Health Center, Medan City, 2024

Posyandu Cadre Performance	Mother of Toddler's Satisfaction						Amount		p value
	Satisfied		Quite satisfied		Less satisfied		N	%	
	n	%	n	%	N	%			
Good	11	55.0%	5	25.0%	4	20.0%	20	100.0%	0.003
Enough	6	21.4%	15	53.6%	7	25.0%	28	100.0%	
Not enough	6	16.7%	10	27.8%	20	55.6%	36	100.0%	
Amount	23		30		31		84		

Based on table 4, it can be seen that the performance of cadres assessed by mothers of toddlers is in the poor category. This has an impact on the satisfaction of mothers of toddlers, so that mothers of toddlers feel less satisfied with the services they receive during posyandu activities. The percentage of both is 55.6%.

In Petrus's (2020) research, the researcher believes that there is a relationship between cadre performance and the satisfaction of mothers of toddlers, this is due to the mismatch between expectations and reality experienced by mothers of toddlers when attending the toddler posyandu. This causes the mother's perception of cadre service performance during the process of enjoying posyandu services for toddlers to be deemed unsatisfactory. The less well the cadre's

performance, the less satisfied the mother is in receiving posyandu services. This could be caused by cadres who are indifferent, uncaring, unfriendly and lack of information which can lead to a lack of satisfaction among mothers of toddlers in posyandu services.

In line with the research results of Indrayani, (2020), it shows that there is a relationship between cadre performance and the level of satisfaction with posyandu services in Susukan Village, Cipicung District, Kuningan Regency in 2022 with a value (p value = 0.002). There is a significant relationship between cadre performance and the level of satisfaction with posyandu services in Susukan Village, Cipicung District, Kuningan Regency in 2022.

The results of Ni Kadek Vira's research (2019), the results of the analysis showed that there was a significant relationship in the direction of a positive correlation between cadre performance and satisfaction of mothers of toddlers with p value = (0.001 : $r = 0.706$). The better the performance of the cadres, the more satisfied the mothers of toddlers will be with the posyandu services, and will make more regular visits to the posyandu.

The results of research by Chasanah Siti Uswatun (2012), the conclusion shows that the performance of toddler cadres is an average of 57.8% in the good category and the level of satisfaction of mothers of toddlers with services at posyandu is an average of 62.2% in the satisfactory category. There is a relationship between the performance of posyandu cadres and the level of satisfaction of mothers of toddlers in posyandu services.

The results of research by Irma Ningtyas (2023) using the Spearman Rho test show that the p value is <0.05 with a correlation coefficient value of 0.710, which means there is a strong relationship in a positive direction between cadre performance and satisfaction of mothers of toddlers at Posyandu Glatik Hamlet, Watesnegoro Village, Ngoro District, Mojokerto Regency where the less well the cadre's performance, the more dissatisfied the mothers of toddlers will be. The mother felt that the service provided was not good and did not meet expectations, the lack of service caused the mother to feel that the cadres did not care enough for the mother

of the toddler which made the mother of the toddler feel dissatisfied.

Based on research by Kutsyatul Hasanah (2020), 71.6% of cadre performance is related to the level of satisfaction of users of posyandu services. The more active cadres are in activities and are friendly towards mothers of toddlers, the more satisfied mothers of toddlers will be with the performance of posyandu cadres. The strong relationship between cadre performance and the satisfaction of mothers of toddlers is because attitudes are a reflection of the cadre's perception of the tasks they carry out. The better the cadre's attitude, the cadre will have a positive perception of their duties, so that the cadre can carry out them well.

CONCLUSION

Seeing that there is a relationship between the performance of posyandu cadres and the satisfaction of mothers of toddlers with posyandu services in the work area of the UPT. Puskesmas Sukaramai, it is necessary to make various efforts to improve the performance of posyandu cadres, such as training cadres to increase the satisfaction of mothers of toddlers with posyandu services. This will have an impact on increasing visits by mothers of toddlers to posyandu activities

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