

# The Relationship between Basic Immunization Services and Mother Baby Satisfaction at the Puskesmas Kwala Bekala Medan Johor in 2022

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## ABSTRACT

Immunization is an effort to gain immunity against a disease by inserting germs or germ products that have been weakened or killed into the body to fight germs or germs that attack the body. This study aims to determine the relationship between basic immunization services and maternal infant satisfaction at the kwala bekala health center in 2022. This type of research is an analytical survey research with a cross sectional method approach. The population is all mothers of children under five at Kwala Bekala Health Center, totaling 171 people. The number of samples used is 64 people obtained by using simple random sampling that is taking a simple random sample. Data analysis technique using chi square. The results obtained are the appropriate tangibles variable as many as 51 respondents (92.75) who stated that they were satisfied higher than those who did not state that they were not satisfied as many as 4 respondents (44.4%) where the p value = 0.000. The appropriate reliability variable was 50 respondents (94.3%) who stated that they were satisfied higher than the unsatisfied one. 5 respondents (45.5%) stated that the p value = 0.000. The appropriate responsiveness variable was 51 respondents (92, 75) who stated that they were satisfied were higher than those who did not agree that they were not satisfied as many as 4 respondents (44.4%) where the p value = 0.000. Assurance variables that fit as many as 47 respondents (97.9) who stated that they were satisfied were higher than those who did not stated that they were not satisfied as many as 8 respondents (50%) where p value = 0.000. The appropriate Empathy variable was 45 respondents (93.8) who stated that they were satisfied higher than those who were not satisfied. 10 respondents (62.5%) stated that the p value = 0.002. That there was a relationship between Basic Immunization Services and Mother Baby Satisfaction.

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## INTRODUCTION

Immunization is one of the government programs that aims to improve public health. Immunization is an effort to gain immunity against a disease by inserting germs or germ products that have been weakened or killed into

the body and it is hoped that the body can produce anti-substances which the body uses to fight germs or germs that attack the body.

The immunization program has been proven to be effective in controlling disease, this program can be effective if it is supported by quality services, starting from services at puskesmas, polindes and poskesdes as well as other private services. The Ministry of Health targets that in 2014 all villages/kelurahan reach 100% UCI (Universal Child Immunization) or 90% of all infants in the village/kelurahan receive complete basic immunizations consisting of BCG, Hepatitis B, DPT-HB-Hib, Polio and measles.

The number of basic immunization coverage in Indonesia itself can be shown from the number of children under five who have not received basic immunization, namely from 26.4 million children under five in Indonesia, 3.9 million or about 14 percent of them have not received basic immunization. In 2012 immunization coverage in Indonesia reached 86.6 percent. This figure has exceeded the national target of 85 percent. However, there are still millions of unimmunized children, scattered in various regions, who can spread infectious diseases.

The infant mortality rate in Indonesia is still very high. It is estimated that 1.7 million children or 5% of under-five deaths in Indonesia are caused by diseases that can be prevented by immunization/PD3I. The causes of death in children under one year based on the order of greatest causes are perinatal causes, respiratory infections, diarrhea, gastrointestinal diseases, tetanus and neurological diseases. While the causes of death for children 1-4 years old are gastrointestinal infections, tetanus and neurological diseases, typhoid, gastrointestinal system disorders and other infections. The indicator of the death of children under five due to PD3I is due to low immunization coverage. Therefore, one of the effective and efficient strategies in reducing morbidity and mortality due to PD3I is immunization (Ministry of Health, North Sumatra Province, 2019).

Service quality can be measured by comparing the perception of the expected service with the service received and felt by the patient. Patient satisfaction is the level of the patient's feelings after comparing with his expectations. If a patient is satisfied with the value provided by the product or service, he is very likely to become a customer for a long time. The quality of immunization services that are less than optimal will certainly waste the resources that have been spent, such as operational costs, vaccines, logistics, manpower, and time. Even the most concerning for all of us is the failure of immunization to threaten the occurrence of illness, disability, or death in children due to PD3I (diseases that can be prevented by immunization). Therefore, to support immunization services, it is necessary to improve the quality of reliable human resources.

## RESEARCH METHOD

This research is an analytical study with a cross sectional study design that is used to determine the relationship between basic immunization services and maternal infant satisfaction at the kwala bekala health center in 2022 (Praktinya, W, 2013). The population in this study were all mothers of children under five who were at the Kwala Bekala Health Center as many as 171 people. The sample in this study was 64 people. The research sampling technique is using simple random sampling, which is taking a simple random sample (Sugito, 2014)

## RESULTS AND DISCUSSIONS

This study found services to mothers and babies based on Tangibles, the most appropriate as many as 55 respondents (85.9%), the most appropriate reliability as many as 53 respondents (82.8%) The most responsiveness was appropriate as many as 55 respondents (85.%) The most assurance is according to 48 respondents (75%), the most empathy is according to 55 respondents (85.9%).

**Tabel 1.** Hubungan Pelayanan Imunisasi Dasar Dengan Kepuasan Ibu Bayi Di Puskesmas kwala bekala Year 2022

Variabel	Tidak Puas		Puas		Jumlah		Signifikan
	n	%	N	%	n	%	
<i>Tangibles</i>							
Tidak sesuai	5	55,6	4	44,4	9	100	$p=0,000$
Sesuai	4	7,3	51	92,7	55	100	
<i>Realibility</i>							
Tidak sesuai	6	54,5	5	45,5	11	100	$p=0,000$
Sesuai	3	5,7	50	94,3	53	100	

<i>Responsiveness</i>							
Tidak sesuai	5	55,6	4	44,4	9	100	$p=0,000$
Sesuai	4	7,3	51	92,7	55	100	
<i>Assurance</i>							
Tidak sesuai	8	50	8	50	16	100	$p=0,000$
Sesuai	1	2,1	47	97,9	48	100	
<i>Empaty</i>							
Tidak sesuai	6	37,5	10	62,5	16	100	$p=0,002$
Sesuai	3	6,2	45	93,8	48	100	

Tangibles variables that fit as many as 51 respondents (92.75) who stated that they were satisfied were higher than those that did not match stated that they were not satisfied as many as 4 respondents (44.4%). The results of the statistical test found that there was a relationship between the tangibles variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.000.

The appropriate reliability variable was 50 respondents (94.3%) who stated that they were satisfied, which was higher than the unsatisfied one, which stated that they were not satisfied, as many as 5 respondents (45.5%). The results of statistical tests found that there was a relationship between the Realibility variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.000.

The appropriate Responsiveness variable was 51 respondents (92.75) who stated that they were satisfied, higher than those who did not agree, that they were dissatisfied, as many as 4 respondents (44.4%). There is a relationship between the Responsiveness variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.000.

The appropriate assurance as many as 47 respondents (97.9) who stated that they were satisfied was higher than those who did not state that they were dissatisfied as many as 8 respondents (50%). There is a relationship between the Assurance variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.000.

Empathy variable that fits as many as 45 respondents (93.8) who express satisfaction is higher than those who do not state that they are not satisfied as many as 10 respondents (62.5%). There is a relationship between the empathy variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.002.

## CONCLUSION

After conducting a research entitled The Relationship between Basic Immunization Services and Mother Baby Satisfaction at the Gunung Baringin Public Health Center, Panyabungan Timur District, Mandailing Natal in 2022, it was concluded that there is a relationship between tangibles variables and maternal infant satisfaction with basic immunization services where p value = 0.000. There is a relationship between the Realibility variables with the satisfaction of the baby's mother with basic immunization services where the p value = 0.000. There is a relationship between the Responsiveness variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.000. There is a relationship between the Assurance variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.000. There is a relationship between the empathy variable and the satisfaction of the baby's mother with basic immunization services where the p value = 0.002.

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