

Analysis Of Basic Immunization Services With Mothers' Satisfaction In Puskesmas Care See Pokhisen

Martaulina Sinaga

STIKes Mitra Husada Medan, Indonesia

ARTICLE INFO

Keywords:

Satisfaction,
Basic Immunization,
Services

ABSTRACT

Immunization is a government program that aims to improve public health. 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 due to diseases that can be prevented by immunization/PD3I. 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 will threaten the occurrence of morbidity, disability, or death in children. This study aims to examine the relationship between basic immunization services and infant mother satisfaction at the Deleng Pokhisen Health Center in Southeast Aceh District in 2018. This type of research is a descriptive corelative study that explores how and why health phenomena occur with a cross sectional approach. The population is mothers who have babies aged 0-12 months. The sampling technique in this study was simple random sampling with a total of 64 people. The data analysis technique uses the chi square statistical test. The results obtained in this study are that there is a relationship between basic immunization services (tangibles, reliability, responsiveness, assurance, four) with the satisfaction of the baby's mother. there is a relationship between basic immunization services and infant mother satisfaction at the Deleng Pokhisen Health Center in Southeast Aceh District. Suggestions for Deleng Pokhisen Care, Southeast Aceh District, to maintain and maintain the quality of basic immunization services so that they continue to bring their babies back for immunization.

E-mail:

martaulina78@gmail.com

Copyright © 2021 Science Midwifery.

1. Introduction

According to Health Law Number 36 of 2009, immunization is one of the efforts to prevent the occurrence of infectious diseases which is one of the priority activities of the Ministry of Health.

Immunization is a government program that aims to improve public health. Immunization is an effort to gain immunity against a disease by injecting weakened or killed germs or germ products into the body and it is hoped that the body can produce antibodies which, in time, are used by the body to fight germs or germs that attack the body. The immunization program has proven to be effective in controlling disease, this program can be effective if it is supported by quality services, starting with services at the puskesmas, polindes and poskesdes as well as other private services.

The Ministry of Health targets that in 2014 all villages/kelurahans will achieve 100% UCI (Universal Child Immunization) or 90% of all babies in these villages/kelurahans will receive complete basic immunization consisting of BCG, Hepatitis B, DPT-HB- Hib, Polio and measles.

The basic immunization coverage rate in Indonesia itself can be shown from the number of children under five who have not received basic immunization, that is, out of 26.4 million children under five in Indonesia, 3.9 million or around 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. Even so, there are still millions of children who do not get immunizations, 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 due to diseases that can be prevented by immunization/PD3I. Causes of death in children under one year old in order of greatest cause are perinatal causes, respiratory infections, diarrhea, diseases related to the gastrointestinal tract, tetanus and neurological diseases. While the causes of death in children 1-4 years are gastrointestinal infections, tetanus and neurological diseases, typhoid, gastrointestinal system disorders and other infections. The indicator of the occurrence of death in 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 (Depkes Prov. North Sumatra, 2018)

Service quality can be measured by comparing the perceptions between expected services and services received and felt by patients. Patient satisfaction is the level of patient feelings after comparing with their expectations. A patient if he is satisfied with the value provided by a product or service then it is very likely to become a customer in 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. In fact, what is most concerning for all of us is that failure of immunization will threaten the occurrence of illness, disability, or death in children due to PD3I (Disease that can be prevented by immunization). Therefore, to support immunization services, it is necessary to increase the quality of reliable human resources.

From a preliminary survey at one of the Posyandu in the Deleng Pokhisen work area, it was found that the dissatisfaction of the mother of the baby was due to the fact that the quality of immunization services received by the mother was considered not to reflect what was expected by the mother of the baby, one of which was the lack of dexterity of the health workers in providing services when the number of baby mothers who came increased.

2. Method

This type of research is descriptive corelative, which is research that explores how and why health phenomena occur. Then analyze the dynamics of the correlation between phenomena or between risk factors and effect factors. The effect factor is a phenomenon that causes an effect (relationship). Research Design This research was conducted using a cross-sectional design that is used to examine an event at the same time, so that the dependent variable and independent variables are studied simultaneously. (Notoadmodjo, 2015) The population in this study were mothers who had babies aged 0-12 months in 2020 who lived in the working area of the Deleng Pokhisen Health Center in Southeast Aceh District in 2018, namely 171 people. The sampling technique in this study was simple random sampling, namely taking simple random sample (Sugiyono, 2014). The sample size in this study was taken based on a formula of 64 people.

3. Result and Discussions

Univariate analysis in this study provides an overview of the characteristics of pregnant women who come to the Deleng Pokhisen Health Center in Southeast Aceh District, totaling 64 respondents including age, education, occupation, An overview of these characteristics can be seen in Table 1 below.

Table 1.
Characteristics of Mother Babies at the Deleng Pokhisen Health Center in Southeast Aceh District in 2018

No	Characteristics	N	%
1 Age			
	<20 years	9	14,1
	20-35 years	38	59,4
	>35 years	17	26,4

Total	64	100
2 Education		
SD junior	2	3,1
High school	4	6,3
SLTA/SMK	49	71,9
Diploma/Masters	12	18,8
Total	64	100
3 Jobs		
Not working/IRT	26	40,6
Self-employed	21	32,8
Private Officer	9	14,1
civil servant	8	12,5
Total	64	100

This study found that the most age of mothers with babies was 20-35 years old 38 respondents (59.5%), high school education 46 respondents (71.9%), employment as housewives 26 respondents (40.6%). This study found the satisfaction of the baby's mother in the satisfied category of 55 (85.9%) and 9 (14.1%) respondents said they were not satisfied.

3.2 Basic Immunization Services at the Deleng Pokhisen Health Center Southeast Aceh District in 2018

Basic immunization services for infant mothers based on Tangibles, Reliability, Responsiveness, Assurance, Empathy at the Deleng Pokhisen Health Center Southeast Aceh District in 2018 can be seen in table 3 below.

Table 2.
Services for Mothers and Babies at the Deleng Pokhisen Health Center in Southeast Aceh District in 2018

No	Characteristics	N	%
1	<i>tangible</i>		
	Inappropriate	9	14,1
	In accordance	55	85,9
	Total	64	100
2	<i>Reliability</i>		
	Inappropriate	11	17,2
	In accordance	53	82,8
3	<i>Responsiveness</i>		
	Inappropriate	9	14,1
	In accordance	55	85,9
4	<i>Assurance</i>		
	Inappropriate	16	25
	In accordance	48	75
5	<i>Empathy</i>		
	Inappropriate	9	14,1
	In accordance	55	85,9
	Total	64	100

This study found services for mothers of babies based on Tangibles, the most appropriate were 55 respondents (85.9%), the most appropriate Reliability were 53 respondents (82.8%) The most responsiveness were appropriate as many as 55 respondents (85.9%) The most assurance is according to 48 respondents (75%), the most Empathy is according to 55 respondents (85.9%).

3.2 The Relationship between Basic Immunization Services and Satisfaction of Mothers and Babies at the Deleng Pokhisen Health Center in Southeast Aceh District in 2018

Research on the Relationship between Basic Immunization Services and Infant Mother Satisfaction at the Deleng Pokhisen Health Center in Southeast Aceh District in 2018 can be seen in table 4 below.

Table 3

Relationship between Basic Immunization Services and Satisfaction of Mothers and Babies at the Deleng Pokhisen Health Center in Southeast Aceh District in 2018

Variable	Not satisfied		Did n		Significant Amount		p-value
	%	N	%	n	%	n	
Tangible							
Inappropriate	5	55,6	4	44,4	9	100	p=0,000
In accordance	4	7,3	51	92,7	55	100	
Reliability							
Inappropriate	6	54,5	5	45,5	11	100	p=0,000
In accordance	3	5,7	50	94,3	53	100	
Responsiveness							
Inappropriate	5	55,6	4	44,4	9	100	p=0,000
In accordance	4	7,3	51	92,7	55	100	
Assurance							
Inappropriate	8	50	8	47	16	100	p=0,000
In accordance	1	2,1	47	97,9	48	100	
Empathy							
Inappropriate	6	37,5	10	62,5	16	100	p=0,002
In accordance	3	6,2	45	93,8	48	100	

From the table above it can be seen that the appropriate tangibles variable is 51 respondents (92.75) who stated that they were satisfied higher than those that were not suitable stated that they were not satisfied as many as 4 respondents (44.4%). The statistical test results found that there was a relationship between the tangibles variable and the infant's mother's satisfaction with basic immunization services where the value of $p = 0.000$.

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

Responsiveness variables that fit as many as 51 respondents (92.75) who stated that they were satisfied were higher than those that were not suitable which stated that they were not satisfied as many as 4 respondents (44.4%). This has a relationship between the responsiveness variable and the infant's mother's satisfaction with basic immunization services where the value of $p = 0.000$. The appropriate Assurance variable was 47 respondents (97.9) who stated that they were satisfied, higher than those that were not suitable, 8 respondents (50%) said they were not satisfied. This has a relationship between the Assurance variable and the infant's mother's satisfaction with basic immunization services where the value of $p = 0.000$.

The Empathy variable that was appropriate was 45 respondents (93.8) who stated that they were satisfied higher than those that did not fit stated that they were not satisfied as many as 10 respondents (62.5%). There is a relationship between the empathy variable and the baby's mother's satisfaction with basic immunization services where the value of $p = 0.002$.

3.3 Discussion

a. Characteristics of Respondents at the Deleng Pokhisen Health Center Southeast Aceh District in 2018

Based on the results of the research at the Deleng Pokhisen Health Center in Southeast Aceh Regency in 2018, it was found that the age of the most respondents was 20-35 years, 38 respondents (59.5%), this research is in accordance with research conducted by Andriani. RD, et al (2020) in Kepohbaru Village, Bojonegeoro Regency, which stated that 62 respondents (95.4%) had baby mothers aged 20-35 years (95.4%), this age is a very good age for a mother to get pregnant and give birth.

In this study, it was found that 46 respondents (71.9%) had high school education. This research is also in line with the research conducted by Andriani. RD, et al (2020) found that the most education was high school with 45 respondents (69.2%)

For the most jobs in this study were as housewives, 26 respondents (40.6%) this study was in accordance with the research conducted by Andriani. RD, et al (2020), the biggest mother's work as IRT as many as 35 respondents (53.8%).

b. The Relationship between Basic Immunization Services and Satisfaction of Mothers and Babies at the Deleng Pokhisen Health Center in Southeast Aceh District in 2018

Based on the results of the study, it was found that 64 respondents (100%) obtained that there was a relationship between the tangibles variable and the infant's mother's satisfaction with basic immunization services where the value of $p = 0.000$. There is a relationship between the Reliability variable and the baby's mother's satisfaction with basic immunization services where the value of $p = 0.000$. There is a relationship between the responsiveness variable and the infant's mother's satisfaction with basic immunization services where the value of $p = 0.000$. There is a relationship between the Assurance variable and the baby's mother's satisfaction with basic immunization services where the value of $p = 0.000$. And there is a relationship between the empathy variable and the baby's mother's satisfaction with basic immunization services where the value of $p = 0.002$, it can be said that there is a relationship between immunization services.

The basis for the satisfaction of mothers and babies at the Deleng Pokhisen Health Center Southeast Aceh District in 2018 This research is not in line with the research conducted by Andriani. RD, et al (2020) stated that immunization services were of poor quality and stated that mothers were dissatisfied, this was due to several factors, including the education of most of them being high school so they wanted more services provided related to their ignorance. In this study all variables are related to respondent satisfaction where reliability is closely related to the ability of the puskesmas to provide prompt, timely and accurate services as promised without making mistakes. Reliability in this study is demonstrated by the presence of officers starting from registration to the end of service at each post, service procedures are not complicated.

Responsiveness is the response or readiness of officers to help patients quickly and responsively. Responsiveness in this study included the speed with which respondents got service at each post from registration to completion. The response of midwives/health workers in responding to respondents' complaints was with speed and accuracy in providing information. In immunization services, Assurance is the ability of health workers to make respondents believe they will carry out immunizations at the Deleng Pokhisen Public Health Center, Southeast Aceh District. Assurance in this study consisted of midwives' abilities and skills in providing services to respondents, there was no appeasement between patients, examinations were carried out safely and politely (empathy).

The Tangible Value in Deleng Pokhisen, Southeast Aceh District, giving satisfaction to patients is done so that respondents who carry out immunizations feel safe and confident in the existence of the equipment available, so that with satisfactory service it will make respondents come back to bring their babies to be immunized.

4 Conclusion

There are relationships between variable tangibles, Realism, Assurance, empathy with infant mother satisfaction with basic immunization services.

References

- Andriani RD, et al, 2018 The relationship between the quality of immunization services and the level of satisfaction of mothers of babies (in Kepoh Village, Kepohbaru District, Bojo Negro Regency), Jombang.
- Arikunto, S. 2010. Research Procedures A Practice Approach. Jakarta: PT Rineka Cipta
- Department of Health of North Sumatra Province. 2018. Routine Immunization Implementation Module for Immunization Officers. North Sumatra : MOH
- Diana. (2015). Diseases that can be prevented by immunization. Jakarta: EGC
- Fitriani, E. 2011. Factors Associated with Completeness of Basic Immunization in Babies in Kumpurejo Village, Argomulyo District, Salatiga City. Thesis
- Fitriani, E. 2017. Factors Influencing the Accuracy of Basic

- ImmTaunnjiuznagtioSneilnoktaheHWealtrhkinCgenAtreera, of Kotabaru District. Thesis
- Friedman T, 2010. Textbook of Family Nursing 8th Printing. Jakarta; Rineka Cipta
- Ministry of Health of the Republic of Indonesia 2014, Textbook of Maternal and Child Health, Center for Education and Training of Health Personnel, Jakarta: Ministry of Health of the Republic of Indonesia.
- Indonesian Ministry of Health. 2016. Posyandu Handbook Towards Conscious Families nutrition. Jakarta : Ministry of Health
- Maryunani, A. 2016. Newborn Care for Infants, Toddlers and Preschool Children. Bogor : IN Media
- Notoatmodjo, S. 2015. Health Research Methodology. PT Rineka Cipta. Jakarta.
- Nursalam. 2015. The Concept and Application of Nursing Research Methodology, Thesis Guidelines, Thesis and Nursing Research Instruments. Sagung Seto. Jakarta.
- Nurul, I. 2018. Analysis of the Implementation of the Complete Basic Immunization Program (IDL) In Infants at the Health Center in Semarang City. Journal of Public Health (e journal) Vol. 6, No. 5. Pg. 86-94
- Riza, Y. 2018. Factor Analysis of Completeness of Basic Immunization in Toddlers in the Work Area of the Cempaka Banjarmasin Health Center in 2018. MPPKI. Flight. 1, No. 3 H. al 75-80