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The satisfaction levels on cadre performance in providing maternal and child health service in Sragen, Central Java

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Abstract

Background: One of the efforts made by the government to realize health development is to create public health services that are managed by, for and with the community with the aim of empowering the community and making it easier for people to obtain or access health services.

Purpose: To determine the relationship between the performance of community health center cadres and the level of satisfaction of mothers of toddlers.

Method: Correlation analytical research with quantitative methods uses a cross sectional approach. This research was conducted at the Flamboyan integrated service post, Tanggan Village, the working area of the Gesi Health Center. Data collection was carried out in November 2023. Sampling used a total sampling technique so that a total of 32 people were obtained with the inclusion criteria including mothers of toddlers who lived around the research location, came to the integrated service post, and were willing to become respondents. The independent variable in this research is the performance of integrated service post cadres for toddlers, while the dependent variable is the level of satisfaction of mothers of toddlers.

Results: The majority of respondents were very satisfied with the performance of cadres with results of 13 (65.0%). The results of the Spearman Rank correlation test obtained a p-value of 0.002 (< 0.005) and a correlation coefficient value of 0.528, so that H_0 was rejected and H_1 was accepted, meaning that there is a relationship between cadre performance and the satisfaction of mothers of toddlers using integrated service posts.

Conclusion: There is a relationship between cadre performance and the level of satisfaction of mothers of toddlers using integrated service posts.

Suggestion: Cadres are expected to be the driving force of community health center activities to improve service quality and optimize the implementation of planned activities.

Keywords: Cadre Performance; Integrated Service Post for Toddlers; Satisfaction Level.

INTRODUCTION

One of the efforts made by the government to realize health development is to create public health services that are managed by, for and with the community with the aim of empowering the community and making it easier for the community to obtain or access basic health services. (Ministry of Health of the Republic of Indonesia, 2019).

The quality and effectiveness of integrated service posts is closely related to the role of cadres. Integrated service post cadres are community

members who are ready and able to carry out health activities. In general, they are volunteers from the local community who are considered to have more abilities than other community members in carrying out activities related to integrated service posts. Cadres have a big role in expediting the health service process in the field, so their existence needs to be maintained (Rahayu, Yuniar, & Farzan, 2017).

The percentage of active cadres nationally is 69.2% and the cadre dropout rate is around 30.8%.

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Disconnection of cadres is a natural mechanism because volunteer-based work certainly does not have strong ties. Various limitations such as resources, abilities and skills from both the community health center and cadres as well as the role of the community are obstacles in integrated service post activities (Kusumawardani, & Muljono, 2018; Zhao, 2021).

The performance of cadres can cause a decrease in the satisfaction of mothers using integrated service posts for toddlers. Satisfaction is an important part and supports the quality of health services. Satisfaction surveys are important things that must be carried out along with measuring the quality of health services (Lelaona, & Siswani, 2020; Mustamu, & Egam, 2021). Satisfaction is a consequence of consumer assessment of various parts of service quality. The satisfaction of mothers of toddlers is an important element in determining the achievement of an integrated postal service program. This shows that good service quality does not depend on the views of the organization itself, but depends on the impression of mothers of toddlers because mothers of toddlers feel or enjoy health services (Trisnawati, 2015; Uneke, Obeka, Uneke, Umeokonkwo, Nweze, Otubo, & Uguru, 2021).

Based on the results of the preliminary study that has been carried out, it is known that the number of Flamboyan integrated service posts in Gilan Hamlet, Tanggan Village, the working area of the Gesi Health Center has 5 active cadres. At this level of integrated service post, it means that activities can be carried out routinely, coverage of the five main programs is good and there are additional programs. Based on a preliminary study conducted, 6 out of 10 mothers of toddlers using integrated service posts were satisfied with the services provided (60%), however mothers of toddlers complained about the lack of cadres in distributing tasks at each table during the implementation of the integrated service post. Based on the results of this preliminary study, researchers are interested in finding in-depth information regarding cadre performance and the level of satisfaction of mothers of toddlers with integrated service posts

RESEARCH METHOD

Correlation analytical research with quantitative methods uses a cross sectional approach. This

research was conducted at the Flamboyan integrated service post, Tanggan Village, the working area of the Gesi health center. Data collection was carried out in November 2023. Sample collection used a total sampling technique, so that a total of 32 people were obtained with inclusion criteria including mothers of toddlers who lived around the research location, came to the integrated service post, and were willing to be respondents. Meanwhile, the exclusion criteria were mothers of toddlers who were less cooperative and unable to attend.

The independent variable in this research is the performance of integrated service post cadres for toddlers, while the dependent variable is the level of satisfaction of mothers of toddlers. These two variables were measured using a questionnaire instrument that had been designed by researchers totalling 20 questions based on a Likert scale whose validity and reliability had been tested (Vira, 2019). Researchers will conduct interviews by distributing questionnaires to respondents to determine the level of satisfaction of mothers of toddlers who use integrated service posts. The attitude or performance of cadres is divided into three categories, namely above standards if the questionnaire score is 76-100%, meets standards if the score is 51-75%, and below standards if the score is <50%. The satisfaction level of mothers of toddlers is divided into three categories, namely very satisfied if the score is 76-100%, neutral if the score is 51-75%, and very dissatisfied if the score is <50%. In the cadre performance questionnaire, the reliability test using Cronbach's Alpha had a value of $\alpha = 0.972$, while the mother's satisfaction level had a value of $\alpha = 0.953$.

The data analysis used was univariate analysis to describe the characteristics of each variable including age, education, employment, and the distance between the mother of the toddler's house and the integrated service post, the results of the cadre performance scores, and the satisfaction of the mother of the toddler. Bivariate analysis uses the Spearman Rank correlation test with a confidence level of 95% or $\alpha = 0.05$.

This research has received an ethics letter for research permission from the Ethics Committee of the Faculty of Health Sciences, University of Muhammadiyah Surakarta with number: 2621.1/C.8-III/FIK/XI/2023.

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RESEARCH RESULTS

Table1. Characteristics of Respondents (N=32)

Variables	Results
Age (Mean±SD)(Range)(Year)	(30.9±6.64)(17-45)
17 – 25	5/15.6
26 – 35	16/50.0
36 – 45	11/34.4
Education (n/%)	
Senior High School	31/96.9
University	1/3.1
Employment (n/%)	
Unemployed	20/62.5
Self-employed	12/37.5
Distance to Integrated Service Post (n/%)	
<0.5 km	20/62.5
≥0.5 km	12/37.5
Cadre Performance (n/%)	
Below Standards	3/9.4
Meets Standards	13/40.6
Above Standards	16/50.0
Satisfaction Level (n/%)	
Very Dissatisfied	3/9.4
Neural	9/28.1
Very Satisfied	20/62.5

Based on Table 1, it can be seen that half of the respondents aged 26-35 years were 16 people (50.0%). Most of the respondents had a high school education, 31 people (96.9%) and most of the respondents were unemployed, 20 people (62.5%). The distance between the respondent's house and the integrated service post is mostly quite close, namely a distance of <0.5 km as many as 20 (62.5%). The majority of cadre performance assessments show above standard, namely 16 people (50.0%), while the satisfaction of mothers of toddlers with health services is included in the very satisfied category, 20 people (62.5%).

Table 2. Cadre Performance and Customer Satisfaction Levels (N=32)

Variables	Satisfaction Levels			p-value	r
	Very Dissatisfied (n=3)	Neural (n=9)	Very Satisfied (n=20)		
Cadre Performance (n/%)					
Below Standards	3/100	0/0	0/0	0.002	0.528
Meets Standards	0/0	6/66.7	7/35.0		
Above Standards	0/0	3/33.3	13/65.0		

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Based on Table 2, It can be seen that the majority of respondents were very satisfied with the performance of cadres above standard, namely 13 people (65.0%). The results of the Spearman Rank correlation test obtained a p-value of 0.002 (< 0.005) and a correlation coefficient value of 0.528, so that H_0 was rejected and H_1 was accepted, meaning that there was a relationship between cadre performance and the level of satisfaction of mothers of toddlers.

DISCUSSION

Based on the research results, it is known that most of the respondents were aged 26-35 years. This is because this age is a productive age with an average of 1-3 children. The results of this research are in line with the results of previous research in Aan Banjaringan Village which found that the majority of respondents were aged 26-35 years (Vira, 2019). A person's age can also influence their level of maturity in making decisions that affect many aspects of their life. As they get older, their ability to make mature choices increases (Susilawati, 2020; Mehta, Arnett, Palmer, & Nelson, 2020).

Based on the research results, the majority of respondents completed high school education. This is because there are still some respondents who live in rural areas who think that higher education for women is just a waste. The costs spent on education are considered pointless because in the end women will not necessarily work and will only take care of the household (Vira, 2019). Education, including reading ability, is the main factor that influences individuals in terms of knowledge, attitudes and behavior (Indonesian Central Statistics Agency, 2018). Education is a process of changing the attitudes and behavior of a person or group through teaching and training for change for the better. Education influences a person's lifestyle, especially in motivating him to participate in health development. Education will influence a person to obtain information, especially health information, and apply it in everyday life. In general, someone with higher education will have a better understanding (Sari, 2021; Soroya, Farooq, Mahmood, Isoaho, & Zara, 2021).

Most of the respondents in this study were unemployed. This is because the majority of mothers under five are housewives who do not have a special job that generates income, they are actually mothers who only carry out household chores. The results of

this research are in line with research conducted at the Kinovaro health center with the result that the respondents were unemployed (Solikhah, Huraera, & Imansari, 2023). Housewives have free time to care for children, not limited to space and time like working mothers. Therefore, it is not difficult for them to come to the integrated service post (Indarwati, Khuljanah, Wahyuni, & Maryatun, 2020).

The distance from most respondents' homes to the integrated service post is only < 0.5 km. This is because mothers of toddlers whose houses are close by tend not to be lazy about coming to the integrated service post because according to their criteria, the health center is in a strategic location and easy to reach. This is in line with previous research which states that community health centers that are located close to where respondents live can facilitate access to health services without causing physical fatigue. Mothers of toddlers whose houses are close by will feel comfortable and safe, thus increasing the participation of mothers of toddlers in visiting the health center (Darmawan, 2016).

Based on research findings, cadre performance was assessed as above standard, namely 16 people (50.0%), consistently assessing cadre performance "always" in the answer to question number 1 on the questionnaire. This can be seen from the respondents' answers with the statement that the cadres announced the integrated service post activity schedule one week before the activities were carried out. A total of 13 (40.6%) respondents answered the option that often appeared in questionnaire number 17 by stating that cadres visited participants who were not present at the activity.

The results of this research are in line with previous research which stated that of the 83 respondents who assessed cadre performance, there were 66 respondents (79.5%) who assessed cadre performance as above standard, but with different statements. The research results showed that respondents who answered the choice always stated that the cadres provided complete integrated postal service equipment and the statement with the choice that the cadres often prepared books or activity registration records (Vira, 2019).

Performance is the work result achieved in quality and quantity by an employee in carrying out his duties in accordance with the responsibilities given to him in an effort to achieve organizational goals (Mukhtar,

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Modding, Latief, & Hafied, 2018). Cadre performance is the result or work achievement that has been carried out by cadres in accordance with the duties and responsibilities given in the implementation of integrated postal services for toddlers (Kaizer, 2022).

Factors that influence cadre performance are age, education, attitude and motivation (Supriyatno, 2017). This is in line with previous research which states that one of the factors that influences cadre performance above standard is educational factors (Mediani, Hendrawati, Pahria, Mediawati, & Suryani, 2022). Based on in-depth studies, it is known that the average cadre has a high school education and some also have a junior high school education. The better the level of formal education, the greater their understanding of post-science integrated services, thereby improving their performance well. Cadre education is an important factor in the success of cadre performance efforts. With higher education (fulfilling the requirements), integrated service post cadres will more easily receive information and ultimately increase their knowledge. Good knowledge of duties and responsibilities in an organization tends to improve the quality of work.

One other factor that might influence cadre performance above standard can be seen from the cadre's attitude factor. A good attitude is to be friendly and polite towards mothers of toddlers, always inform mothers of toddlers to visit again when the integrated toddler service post is implemented, and pay attention to the comfort and cleanliness of the room. However, a good attitude does not guarantee that mothers of toddlers will come, if it is not followed by cadre cohesiveness and high performance motivation in activities that can improve the quality of cadre performance.

The results of other research also show that cadres who perform poorly also have poor motivation (74%), there is a significant relationship between motivation and cadre performance in health services (Musmiler, 2020). Therefore, each cadre must have high motivation in organizing integrated service posts, so that they can achieve good performance according to their responsibilities.

Mothers of toddlers stated that they were very satisfied with the services of the community health center because from the research results there were 9 people (28.1%) who answered that they strongly agreed with statement number 3 with the statement

that the cadres showed a smiling, greeting and polite attitude. in providing services, 20 people (62.5%) who answered agreed to statement number 20 with the statement that cadres listened to patient responses and statements, 14 people (43.8%) who answered quite agreed to statement number 17 with the statement that cadres were able to facilitate the answer participants' questions clearly and precisely.

The results of this research are in line with the results of previous research which showed that of the 83 respondents, 68 people (82.0%) stated that they were very satisfied, but the statements were different, indicating that respondents who answered the statement with the option of strongly agree were the loyal cadres needed by mothers of toddlers. and the statement with the agree option is that the cadre shows a smiling, greeting and polite attitude in providing services (Vira, 2019).

Satisfaction is a customer's response to the fulfilment of their needs and expectations (Nursalam, 2016). A service that is able to make customers use its services again, it can be said that customers feel satisfied with the services provided (Yuniar, & Handayani, 2016). In order to provide more satisfying services, community health center officers must pay attention to several aspects that influence satisfaction. Factors that influence the satisfaction of mothers of toddlers are reliability, responsiveness, self-confidence/certainty, empathy, and appearance/concrete evidence (Novaryatiin, Ardhany, & Aliyah, 2018). The results of this study are in line with other research which states that there is a significant relationship between parameters related to the satisfaction of mothers of toddlers (Botha, Helminen, Kaunonen, Lubbe, & Joronen, 2020).

Cadres responsible for providing health services must consistently demonstrate active and competent performance. This shows the great influence and high interest of society in health, especially the health of children under five. Services are considered acceptable if they meet consumer requirements and expectations. Customer satisfaction is an important metric for assessing service quality.

The relationship between cadre performance and the level of satisfaction with integrated health services shows that cadre performance was rated as below standards by 3 respondents, meets standards by 13 respondents, and above standards by 16 respondents. In terms of satisfaction, 9 respondents

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were neutral and 20 respondents felt very satisfied with the services provided by cadres. This is in line with previous research which reported that of the 53 respondents surveyed, 15 respondents showed below standard performance, while 48 respondents expressed a high level of satisfaction (Sari, 2022).

Satisfaction is a function of the difference between perceived performance and expectations. Mothers will feel satisfied if the performance of the health services they receive is the same or exceeds their expectations and vice versa. Dissatisfaction or feelings of disappointment will arise if the performance of the health services they receive does not match their expectations. Mothers feel satisfied if their expectations are met or will be very satisfied if their expectations are exceeded. This is possible due to personal factors in the form of the abilities and skills of the cadres themselves. Attitude is the cadre's way of providing service, whether friendly, polite, and so on, as well as the work system and work facilities (Sari, 2022).

The findings of the Spearman rank test also show a correlation value of 0.528, which indicates a significant relationship between cadre performance variables and the level of satisfaction of mothers of toddlers. Apart from that, there is a positive/unidirectional relationship between variables, meaning that if the cadre's performance is above standard then mothers of toddlers who come to the integrated service post will feel satisfied.

CONCLUSION

There is a significant relationship between cadre performance and the level of satisfaction of mothers of toddlers in integrated service post activities.

SUGGESTION

Cadres are expected to be the driving force for integrated service post activities to improve service quality and optimize the implementation of activities. The nursing profession is expected to empower cadres in providing training that supports cadre abilities and skills. Subsequent researchers used a larger sample, so that the results obtained were more valid. Apart from that, he is able to develop the results of his research to advance the field he is studying and can also develop this research using other measuring instruments, so that it can be used as a comparison material for other research.

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