

**MUTU PELAYANAN KESEHATAN DI POSYANDU BALITA
KELURAHAN TAMBANGAN KECAMATAN MIJEN SEMARANG
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ABSTRAK

Kelurahan Tambangan memiliki 4 posyandu yang terdapat di setiap RW dengan kader berjumlah 22 orang, tahun 2011 telah meninggal satu balita akibat gizi kurang. Tujuan penelitian adalah mengetahui gambaran mutu pelayanan kesehatan dalam hal akses pelayanan, hubungan antar manusia dan kenyamanan di kegiatan posyandu balita di Kelurahan Tambangan Kecamatan Mijen Kota Semarang.

Penelitian ini adalah penelitian Deskriptif Kuantitatif. Sampel penelitian ibu bayi dan balita di Kelurahan Tambangan kecamatan Mijen yang sudah pernah datang ke Posyandu Balita Kelurahan Tambangan Kecamatan Mijen minimal tiga kali kehadiran (75 orang). Menggunakan pendekatan Cross Sectional.

Hasil penelitian menunjukkan bahwa letak posyandu strategis mudah diakses oleh masyarakat (85,5%), Kader Posyandu datang tepat waktu (84%), biaya yang dikeluarkan sesuai dengan pemberian makanan tambahan (PMT) (80%), Pembina Puskesmas yang datang tepat waktu (41,3%), alat-alat posyandu yang baik dan lengkap (53,3%). Kader Posyandu memberikan pelayanan dengan ramah (81,7%), Pembina Puskesmas menanyakan kesehatan balita setelah melihat berat badan balita (77,3%), Kader Posyandu mempunyai empati saat bayi menangis (57,3%) dan Pembina Puskesmas memberikan penyuluhan secara serentak (30,7%). Pembina Puskesmas selalu menerangkan kesehatan balita dengan sabar saat konsultasi (74,7%), Posyandu luas untuk bermain balita (61,3%), Posyandu dalam keadaan bersih dan rapi (42,7%), adanya tempat sampah (28%).

Peningkatan pelayanan kesehatan dalam hal penyuluhan sehingga ibu balita lebih mengerti mengenai balita serta ada rasa kepuasan saat berkunjung ke posyandu. Peningkatan dalam fasilitas posyandu seperti tempat duduk dan tempat bermain anak sehingga ibu balita dapat lebih nyaman.

Kata Kunci : Mutu Pelayanan Kesehatan, Akses terhadap Pelayanan, Hubungan antar Manusia, Kenyamanan

QUALITY OF HEALTH SERVICES IN POSYANDU TAMBANGAN SUB-DISTRICT OF MIJEN SEMARANG 2014

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ABSTRACT

Village Tambangan has 4 posyandu contained in each hamlet with cadre was 22 people, the year 2011 has been one toddler died as a result of malnutrition. The research objective was to know the quality of health care in terms of access to services, human relations and convenience in integrated service station activities under five in Tambangan village sub-district of Mijen Semarang.

This study was descriptive quantitative design and cross sectional approach. The sample was mothers of infants and toddlers in village Tambangan sub-district Mijen who had come to posyandu toddler village tambangan Sub-district Mijen at least three times the attendance (75 people).

Results showed that the strategic location of the neighborhood health center was easily accessible by the public (85.5%), Posyandu Cadre arrived on time (84%), costs incurred in accordance with the provision of supplementary food (PMT) (80%), health centers Patrons who arrived on time (41.3%), tools posyandu good and complete (53.3%). posyandu Cadre provide service with a friendly (81.7%), Health Centers Patrons asks infant health after seeing weight infants (77.3%), Posyandu Cadre have empathy when the baby is crying (57.3%) and Health Centers Patrons provide counseling simultaneously (30.7%). Health Centers Patrons was always patiently explain infant health when consultation (74.7%), posyandu broad enough to play toddlers (61.3%), posyandu was clean and tidy (42.7%), There was a bins (28%).

Improved health care in terms of counseling so that mothers understand more about children and there is a sense of satisfaction during a visit to integrated service station. Increases in posyandu facilities such as seating and children's playground so that mothers can be more comfortable.

Keyword : Quality of Health Care , Access to Care, Relationships between Human, Convenience