

Research Article

The Relationship Between Health Care Performance and Mothers' Satisfaction with Toddler Services Integrated Health Post in RW 01 East Pademangan

Ria Efkelin ^{1*}, Khalida Ziah Sibualamu ², Astrid Komala Dewi ³

¹⁻³ Program Studi Administrasi Kesehatan, Sekolah Tinggi Ilmu Kesehatan RS Husada, Jakarta Pusat, Indonesia

* Corresponding Author: ria_efkelin@stikesrshusada.ac.id

Abstract: Study This aim For to determine the Relationship between Health Cadre Performance and Toddler Mother Satisfaction in Posyandu Services in RW 01 East Pademangan, North Jakarta. This type of re-search is quantitative with a Cross-Sectional design. The data collection technique for this study uses pri-mary data and secondary data. Primary data were obtained directly through filling out questionnaires by mothers of toddlers at Posyandu RW 01 East Pademangan, while secondary data were obtained from sources that could support the research, including documentation and literature. The data analysis of this study used bivariate analysis which was carried out to determine the influence between variables x and y in the form of a static Likelihood Ratio Chi-Square (G - Test) test. The results of the study showed that the performance of health cadres at Posyandu RW 01 East Pademangan was generally in the good category. This shows that cadres have carried out their roles optimally in providing health services to mothers and toddlers. Most toddler mothers are satisfied with the services provided by Posyandu ca-dres. This illustrates that the services provided are sufficient to meet the expectations and needs of mothers of toddlers in the area, and there is a significant relationship between the performance of health cadres and the satisfaction of mothers of toddlers at Posyandu RW 01 East Pademangan. This finding indicates that the better the performance of the cadres, the higher the level of satisfaction of mothers of toddlers with Posyandu services.

Keywords: Cadre Performance; Health; Mothers of Toddlers; Posyandu Services; Satisfaction.

1. Introduction

A healthy society is achieved when every member of the community is aware of the importance of healthy behaviors, has the desire, and is empowered to live a healthy life. This is reflected in the development of Community-Based Health Efforts (UKBM) in villages and sub-districts, such as Village Health Posts (Poskesdes) and Integrated Service Posts (Posyandu).

Posyandu is used to monitor community health, including the health of toddlers (Hafifah and Abidin, 2020). as center activity public in field health carry out family plan-ning services , nutrition , immunization , prevention diarrhea and KIA. Service efforts This is one of the method For increase range service health. Based on matter said , the purpose the establishment of Integrated Health Post is For lower number death babies and toddlers , numbers birth to be realized family small happy and prosperous (Saepu-din et al., 2017).

The success or failure of all Posyandu activities depends on the performance of a cadre. Cadres are obtained through a cadre development system from community partici-pation through training, counseling and guidance so that they are able to carry out their duties, solve problems by utilizing existing resources to achieve optimal service. The per-centage of Posyandu cadre performance/activity nationally is 69.2% of the target of 80 and 30.8% for the cadre dropout rate .

Received: May 19, 2025

Revised: July 31, 2025

Accepted: September 16, 2025

Published: November 28, 2025

Curr. Ver.: November 28, 2025



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The role of cadres is crucial because they are responsible for implementing the Integrated Health Service Post (Posyandu) program. If cadres are inactive, Posyandu implementation will also be hampered, which will directly affect the success rate of the Posyandu program. However, the existence of cadres is relatively unstable because their participation is voluntary, so there is no guarantee that they will continue to carry out their functions properly as expected. If there are family or other concerns, Posyandu is abandoned. (Meilani, 2019 in Heni Setyowati, 2018).

Based on research by Desiana et al in 2022, the data report in 2017 on activities integrated health post and information from officer health, total cadres integrated health posts in the work area Community Health Center Rimba Melintang District is as many as 302 people, from 302 cadres mentioned, there are around 75% of active cadres (performance good) and 25% of cadres No active (performance not enough good) in activity Integrated Health Post. Meanwhile for Seremban Jaya Village the percentage cadres who do not active (performance not enough good) still tall namely by 40% and the percentage For performance / activity cadre by 60% and this Not yet achieve the targets set by the Indonesian Ministry of Health.

One of the causes of the decline in service satisfaction at integrated health posts (posyandu) is due to the low skills of cadres (Ramadhan and Akhmadi, 2016). This is supported by other studies that show that 90% of cadres Still make error in technique under - weighing appropriate in accordance procedures and only 40.7% of cadres know KMS usage (Ramadhan and Akhmadi, 2016). Attitude cadres who do not friendly, stiff, chatty and less smile also proves that services provided cadres and officers health at Posyandu Not yet give optimal satisfaction for mothers and toddlers at Posyandu (Hu-tagao and Agustin., 2012).

Based on previous research, the lack of satisfaction and comprehensive health services has led to a decrease in community participation, especially among fertile couples, pregnant women, and breastfeeding mothers, in utilizing integrated health service posts (Posyandu) and they prefer to go to private clinics because the services provided by Posyandu are more satisfactory (Nain, 2015). with study Ismawati, 2018, ability cadre in do counseling and outreach very malnourished so that activity education nutrition become stumbled and finally toddler coming only weighed, recorded or written results weighing in KMS (KIA book) without interpreted, then take PMT quota and go home. Toddlers who have finished get immunization complete No Want to Again come to integrated health post Because feel not getting benefits from the integrated health post.

According to Handayani (2016), there are several factors that influence service user satisfaction, namely, service user understanding, empathy (caring attitude), patient compliance level (compliance), cost (cost), ignorance, physical appearance (tangibility), security assurance shown by health workers (assurance), reliability and skills (reliability), speed of officers in responding to client complaints (responsiveness).

Satisfaction will arise when the individual's performance is good. According to Mangkunegara (2010) in Linda Raniwati, et al. 2022, performance is the result of work. Based on the problem statement above, the researcher is interested in taking the re-search title "The Relationship Between Health Cadre Performance and Toddler Mother Satisfaction in Posyandu Services in RW 01, East Pademangan, North Jakarta.

2. Material and Method

This type of research is quantitative with a cross-sectional design. The quantitative research method is a survey technique used to collect data by distributing structured interview questionnaires (Sugiyono, 2019). The population in this study was all visitors to the Integrated Health Post (Posyandu) in RW 01 Pademangan, North Jakarta. The sample in study This is Mother or family who brought toddler to Integrated Health Post with amount sample as many as 50 respondents. Research This carried out in RW 01 Pademangan North Jakarta, time study start from licensing until finished data collection is month September 2024 to February 2025. The data collection technique for this study used primary and secondary data. Primary data was obtained directly through questionnaires filled out by mothers of toddlers at the Integrated Health Post (Posyandu) RW 01, East Pademangan, while secondary data was obtained through questionnaires obtained from sources that can support study including from documentation and literature. The data analysis of this study uses bivariate analysis which is carried out to determine the influence between variables x and y in the form of a static Likelihood Ratio Chi-Square (G-Test) test.

3. Result and Discussion

3.1 Research result

Univariate Analysis

Respondent Characteristics Overview

The characteristics of respondents observed in this study were age and education. last . Characteristic description Respondents are presented in the following table 1:

Table 1. Characteristics respondents based on age.

Characteristics Respondents	Frequency (f)	Percentage (%)
Age		
<21 years	7	14%
21-25 years	21	42%
26-29 years old	11	22%
>29 years	11	22%
Last education		
JUNIOR HIGH SCHOOL	3	6%
SENIOR HIGH SCHOOL	24	48%
Diploma	4	8%
S1	13	26%
S2	6	12%
Total	50	100%

Source 2025

Be aware Table 5.1. Characteristics respondents above , it is known that part big respondents be in a group aged 21-25 years (42%), with education the last most are high school (48%), and undergraduate (26%).

Overview of Cadre Performance in Service Integrated Health Post

Performance overview cadre in service Integrated service post in RW 01 East Pademangan is presented in Table 2 below :

Table 2. Cadre Performance in Service Integrated Health Post.

Performance	Frequency (f)	Percentage (%)
Good	24	48%
Enough	10	20%
Not enough	16	32%
Total	50	100%

Source 2025

Table 5.2. above show that description performance cadre in service Integrated Health Post part big is in the category good (48%), and less (32%). Meanwhile that , per-centage performance cadre with category Enough by 20%.

Description of Mothers' Satisfaction with Toddlers in Service Integrated Health Post

Image of satisfaction Mother toddler in service Integrated Health Post in RW 01 East Pademangan is presented in Table 3 below :

Table 3. Satisfaction of Mothers of Toddlers in Service Integrated Health Post.

Performance	Frequency (f)	Percentage (%)
Satisfied	25	50%
Enough Satisfied	12	24%
Less satisfied	13	26%
Total	50	100%

Source 2025

Based on table 5.3. above , it is known that description satisfaction Mother to service Integrated Health Post majority is in the category satisfied (50%). The percentage satisfaction Mother with category enough and less satisfied by 24% and 26% respectively .

Analysis Bivariate***The Relationship between Health Cadre Performance and Satisfaction of Mothers of Toddlers at Integrated Health Posts*****Table 4.** Analysis The Relationship Between Health Cadre Performance and Toddler Mother Satisfaction at Integrated Health Posts (Posyandu).

Mother's Satisfaction										Total (%)	Likelihood Ratio (G2)	p
Satisfied		Quite Satisfied		Less satisfied								
n	%	n	%	n	%							
Cadre	Good	24	48	0	0	0	0	24 (48%)				
Perform	Enough	1	2	7	14	2	4	10 (20%)				
mance	Not enough	0	0	5	10	11	2	16 (32%)	68,021	<0.001		
	Total	25	50	12	24	13	26	50 (100%)				

Likelihood Ratio Chi-Square Test (G- Test)

Table 5.4. above , shows that performance cadre good health , get satisfaction high mother (category " satisfied ") of 48%. As for the performance sufficient cadres with category satisfaction sufficient and insufficient mothers satisfied each one gets percentage by 14% and 10%. Meanwhile That For performance cadre health in the category not enough get percentage level satisfaction less mother satisfied by 11% and Enough satisfied by 4%.

Based on The results above show that statistically there is a significant relationship between the performance of health cadres and the satisfaction of mothers of toddlers at Posyandu with a p value of <0.05 and a Likelihood Ratio value of 68.021, which means that the better the performance of health cadres, the higher the satisfaction felt by mothers of toddlers at Posyandu RW 01 East Pademangan.

3.2 Discussion***Overview of Cadre Performance in Service Integrated Health Post***

The performance of cadres at Posyandu RW 01 East Pademangan is partly big classified as well , though There is some of which are still need improvement . Good cadre performance has a big impact significant to quality services provided to Mother toddlers . Some study prove the same thing , which shows that performance more cadres tall correlated with improvement satisfaction among mothers who take advantage service health his toddler (Angesti & Artistin, 2024; Rania et al., 2024; Yuliawati & Marcelina, 2024) .

In the research This performance cadre a good integrated health post , maybe reflect effectiveness training that has been done , but Still there is room For repairs , especially for cadres who demonstrate performance less . According to Darmiyanti and Adiputri (2020) in his research that training provided to cadre integrated health post own impact significant to improvement performance they in give service health . The results in line with findings in study from Handayani et al. (2020) , which shows that cadres who receive training with Good tend give better service effective and adequate . Competent , commu-nicative cadres who have sufficient knowledge about health child will can give better ser-vice effective and satisfying (Rahmawati & Sartika, 2020 ; Fadjri & Jamni, 2021) .

Description of Mothers' Satisfaction with Toddlers Service Integrated Health Post

Most of the Mother toddler feel satisfied with services provided at the integrated health post . Although Thus , there is part mother who feels not enough satisfied , which indicates existence dissatisfaction to a number of aspect service . This is show existence mismatch between expectations and perceived reality Mother toddler to quality service in-tegrated health post Findings in study This in line with a number of research that shows that satisfaction patient to service health influenced by various factors , such as attitude power health , accuracy time service and quality information provided (Nyakutombwa et al., 2021; Vatica et al., 2021) . Widyaningsih et al. (2020) also emphasized that quality good service from power health , such as cadre integrated health post , can increase satisfaction patient , who in context This is Mother toddlers . Therefore that , for Keep going increase satisfaction Mother toddlers at Posyandu RW01 East Pademangan , need done evaluation to various aspects that influence quality services , as well as improvement quality facility in-tegrated health post the .

The Relationship between Health Cadre Performance and Toddler Mother Satisfaction in Services at Posyandu

Findings main in study This is existence significant relationship between performance cadre with satisfaction Mother toddler to service integrated health post . This is show that performance good cadres will increase satisfaction mother , whereas poor performance Good can reduce level satisfaction Mother toddlers . In line with study from Rohmawati, (2020) and Wijayanti et al. (2023) who reported that improvement performance cadres , leading to the level more satisfaction high among mothers .

Study similar previous findings also found that quality service health is greatly influenced by skills , knowledge and attitudes power health including cadre (Pangestuti et al., 2020; Sugiarti et al., 2021) . Quality or quality service can improved and optimized with strengthening capacity cadre through training and coaching (Angesti & Artistin, 2024) . In the context of this , cadre integrated health post hold role important in create experience positive for mother and child , so that strengthening capacity cadre through more training and coaching intensive need done For ensure better service better and better satisfying .

Improvement quality service Posyandu is very dependent on the quality cadres who provide service . Therefore that 's important For increase training for cadres , especially in matter communication effective management time and knowledge related health child . Strengthening monitoring and evaluation system periodically is also very necessary For ensure that services provided in accordance with expected and achievable standards Keep going improved.

4. Conclusion

After analyzing the data and outlining the discussion, the conclusions of this study are as follows:

- a. The performance of health cadres at the Integrated Health Post (Posyandu) in RW 01, East Pademangan, was generally good. This indicates that the cadres have optimally fulfilled their role in providing health services to mothers and toddlers.
- b. Most mothers of toddlers were satisfied with the services provided by the integrated health post (Posyandu) cadres. This indicates that the services provided adequately meet the expectations and needs of mothers of toddlers in the area.
- c. There is a significant relationship between the performance of health cadres and the satisfaction of mothers of toddlers at the Integrated Health Post (Posyandu) in RW 01, East Pademangan. This finding indicates that the better the cadre's performance, the higher the level of satisfaction of mothers of toddlers with Posyandu services.

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