

FAKTOR-FAKTOR YANG BERHUBUNGAN DENGAN KUALITAS PELAYANAN KADER POSYANDU LANSIA DI PUSKESMAS TANGGUNG HARJO KABUPATEN GROBOGAN

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ABSTRAK

Latar Belakang:Pada tahun 2004-2015 usia harapan hidup lansia di Indonesia mengalami peningkatan yang signifikan yaitu dari usia 68,6 tahun menjadi 70,8 tahun. Namun pada tahun 2017 pelayanan posyandu lansia di puskesmas Tanggung Harjo Kabupaten Grobogan mengalami penurunan, dilihat dari frekuensi kehadiran lansia yang turun. Penelitian ini bertujuan untuk mengetahui faktor-faktor yang berhubungan dengan kualitas pelayanan kader posyandu lansia.**Metode:**Penelitian ini menggunakan pendekatan kuantitatif desain *cross sectional* dengan jumlah sampel 55 kader posyandu lansia. Instrumen penelitian menggunakan kuesioner dan checklist, uji statistik menggunakan uji *korelasi rank spearmen*. **Hasil:**Pada pengukuran pengetahuan 15 kader (27,3%) memiliki pengetahuan kurang, 18 kader (32,7%) cukup, 22 kader (40,0%) baik. Ketrampilan kader 22 kader (40,0%) kurang terampil, dan 33 kader (60,0%) terampil. Pada kualitas pelayanan kader, 20 kader (36,4%) kurang berkualitas, 35 kader (63,6%) berkualitas. Hasil uji hubungan pengetahuan dan kualitas pelayanan diperoleh p value 0,000 dengan koefisien korelasi 0,727, pada ketrampilan dan kualitas pelayanan di peroleh p value 0,000 dengan koefisien korelasi 0,792. **Simpulan:**Terdapat hubungan positif antara pengetahuan dan kualitas pelayanan posyandu lansia. Dan terdapat hubungan positif antara ketrampilan dan kualitas pelayanan posyandu lansia.

Kata Kunci:Pengetahuan, Ketrampilan, Kualitas pelayanan.

ABSTRAK

Background:In years 2004-2005 life expectancy in Indonesia experienced significant increase, namely from 68,6 years become 70,8 years. However, in 2017 elderly integrated services (Posyandu Lansia)at of Tanggung Harjo Grobogan health center experienced deciline, judging by the frequency of the presence of elderly people who had dropped. This study aims to determine the factors related to the quality of elderly Posyandu cadre services. **Method:** This study uses a quantitative cross sectional design approach with a sample of 55 elderly Posyandu cadres. The research instrument uses questionnaires and checklist, statistical tests using *rank spearmen correlation* test. **Results:** in the measurement of knowledge 15 cadres (27.3%) had insufficient konwledge, 18 cadres (32.7%) were sufficient, 22 cadres (40.0%) were good. In the skills measurement 22 cadres (40.0%) were less skilled, and 33 cadres (60.0%) were skilled. In measuring the quality of cadre services, 20 cadres (36.4%) were of poor quality, 35 cadres (63.6%) were qualified. Knowledge and quality of service obtained p value 0.0000 with a correlation coefficient of 0.727, the skills and qualityof servicesobtained p value 0.000 with a correlation coefficient of 0.792. **Conclusion:** there is a positive relationship between knowledge and the quality of elderly posyandu services. And there is a postive relationship between the skills and quality of elderly Posyandu services.

Keywords: Knowledge, Skills, Quality of service.