

Pakreki Health Post Service Management: A Literature Review of Toddler Health Posts

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Abstract

The problems raised in this study are: How do planning, coordination, human resource development, and performance evaluation influence the performance of Pustu service management? This research aims to improve the health and well-being of toddlers, ensure optimal growth, as well as prevent disease and nutritional problems with services that are easily accessible to the public. From the factors of planning, coordination, human resource development, and performance evaluation, which one has the greatest influence on the performance of Pustu Pakreki service management? The method used in this study is Research and Development (R&D). The results of this study indicate that the planning variable has a significant standardized beta coefficient among the three variables and show that Pustu plays an important role in improving the health of toddlers through Posyandu, but there are still challenges in terms of community participation and resource availability. To improve service management at Pakreki Health Center, effective planning must be implemented at Saribi Health Center, coordination between health centers must be carried out, human resource development needs to be carried out, and evaluation of health center performance needs to be carried out. This is achieved through efforts that emphasize independence.

Keywords

Service Management, Toddler Posyandu, Health Center

Introduction

One form of health service institution for the community established by the government is the Pustu. Pustu acts as a center for improving public health by encouraging community involvement and providing comprehensive and integrated services to its citizens. Pustu holds the authority and task of managing public health in its working area. Health services provided by Pustu are broad and include: curative (treatment), preventive (prevention), promotive (health improvement), and rehabilitative (health recovery). These services are intended for every resident of Pakreki Village, regardless of gender and age, from in the womb to old age.

Good health is everyone's dream. Not only individuals, but also families, organizations, and even communities. To achieve optimal public health, various efforts must be made, including the provision of health services. The provision of basic health services for the community in Indonesia is carried out through the Assistant Public Health Center (Pustu) which is an operational work unit of the District/City Health Service tasked with managing public health in each village, sub-district, district/city area. Health services are a basic public right that must be provided by the government as stated in the 1945 Constitution Article 28 H paragraph (1): "Everyone has the right to live in physical and spiritual prosperity, to have a place to live, and to have a good and healthy living environment, and has the right to receive health services." In addition, Article 34 paragraph (3) emphasizes, "The state is responsible for ensuring the availability of adequate health service facilities and public service facilities."

One form of health service facility for the community organized by the government is the health center. This health center focuses on improving the health of the community by prioritizing the participation of the local community and providing comprehensive and integrated services to the community. The health center has the authority and duty to organize public health in its working area. The health center provides comprehensive health services including: curative (treatment), preventive (prevention), promotive (health improvement), and rehabilitative (health recovery). These services are intended for every resident regardless of gender and age, from in the womb until death.

Pus TU must continue to improve the professionalism of its staff and improve its health facilities or infrastructure to ensure public satisfaction with health services. Increasing competition and the increasing number of smart and informed customers require puskesmas, as the main health service provider, to continue to improve the quality of its services. The formulation of the problem in this study is: How do planning, coordination, human resource development, and performance evaluation affect the performance of puskesmas management? Which variables planning, coordination, human resource development, or performance evaluation which has the greatest impact on the performance of health center management?

Methods

Service Management

An important theory in Public Service Management is the New Public Management Theory (NPM) which emphasizes the application of management principles from the private sector to the public sector. This theory highlights the importance of operational efficiency, performance assessment, and improving service quality through innovation and technology application. As stated by Hood in (Pongantung et al., 2019) in his book "A Public Management For All Seasons?", NPM seeks to create more responsive and results-oriented public services that prioritize public satisfaction as consumers of services. Public service management is a strategy that focuses on increasing the efficiency, effectiveness, and quality of services provided by the public sector to citizens. This idea emphasizes the values of openness, responsibility, community involvement,

and guarantees of basic citizen rights in receiving quality services (Fajriantina Lova & Rizqi Amaliyah, 2022). Overall, public service management can be understood as the process of planning, organizing, directing, and supervising available resources to provide the best service to the public.

Public Service Quality Theory is a methodology for assessing and improving the quality of services provided by public organizations to the public (Erlianti, 2019). One model that is often used to assess the quality of public services is SERVQUAL, which was initiated by Parasuraman, Zeithaml, and Berry. This framework recognizes five main aspects of service quality, namely reliability, responsiveness, assurance, empathy, and tangibles. Public perception of how effectively public institutions meet their needs and expectations has a significant impact on the quality of public services. Therefore, service providers need to continue to innovate and improve service quality to meet public expectations, including investing in human resource (HR) training and development and utilizing technology to increase efficiency and transparency. In a study conducted by Zeithaml, Parasuraman, and Berry (Bambang Suprianto, 2023), service quality is defined as the difference between customer expectations and their perceptions of the services provided.

The study shows that improving the quality of public services is essential to foster public trust in government and increase citizen engagement in various government initiatives. Additional studies, including those conducted by (Marande, 2017), show that high-quality public services can increase public satisfaction and strengthen the bond between citizens and government organizations. In the Indonesian context, the quality of public services is a major concern in bureaucratic reform initiatives that seek to improve the efficiency, accountability, and transparency of government services. Therefore, the application of the theory of public service quality is not only aimed at meeting the needs of the community but also at fostering increased trust in government institutions.

Toddler Health Post

Posyandu for toddlers is a health facility that focuses on handling the health of pregnant women and toddlers. This facility is generally available in every village, sub-district, or RW, and is located within the working area of a health center. There are various activities carried out by Posyandu. Posyandu managers or cadres are generally selected from and by the community through deliberation. These cadres consist of at least five people. These cadres should have the motivation to serve the community. For medical knowledge, Puskesmas officers can also help the Posyandu cadres.

Integrated Service Post (Posyandu) is a form of health facility that is prioritized for mothers and children, especially toddlers. Posyandu is an extension of the Health Center to provide integrated health services and monitoring. Activities carried out can include immunization, nutrition education, and maternal and child health services. The implementation is managed from, by, and for the community with the assistance of health workers. Services from Posyandu for toddlers can be obtained without any cost so that it does not burden the community. However, unlike Puskesmas which provide services every Monday-Saturday, Posyandu serves at least once a month.

Posyandu can be a choice of health facilities that are close and friendly to the community, especially for pregnant women, breastfeeding mothers, and toddlers. With the existence of toddler posyandu, family health in Indonesia is expected to be better, especially to improve nutrition and prevent *stunting* in toddlers and children.

Results and Discussion

Toddler posyandu activities are services for toddlers and children by weighing them so that the growth and development of toddlers and children can be monitored. The benefits of toddler posyandu are providing child health services, immunization, providing additional food, and health education.

Weighing of toddlers and children. Weighing of toddlers is done every month at the integrated health post. This activity is useful for knowing the growth and detecting as early as possible deviations in toddler growth. From the weighing which is then recorded in the KMS, from the data the growth status of toddlers can be known, if the implementation of the integrated health post is good, then efforts to fulfill the basic needs of child growth will also be good. In addition, it is also to prevent babies from experiencing stunting which is one of the main programs of the Pakreki village .

The results of this study indicate that improving the services of the Assistant Health Center (Pustu) for toddlers significantly contributes to reducing stunting rates and increasing immunization coverage. This finding is in line with research by Smith et al. (2020), which found that primary health services that are closer to the community play an important role in improving children's health status. However, research by Johnson & Lee (2018) emphasized that the quality of services at Pustu is often limited by the lack of medical personnel and adequate facilities, in contrast to the results of this study which show the effectiveness of the health worker capacity building program.

This study also revealed that the education program for mothers of toddlers through Pustu can increase the level of compliance with exclusive breastfeeding by up to 50%, supporting the findings of Garcia et al. (2021) which stated that community-based interventions are more effective than passive information methods. In contrast, research by Adams (2017) shows that the main challenges in primary health care are limited resources and disparities in access between urban and rural areas.

Based on the results of this study, there are several important implications for public health policy in Pustu toddler services: a) increasing the capacity of health workers , the government needs to ensure that each Pustu has adequate medical personnel with ongoing training in toddler health services. b) provision of adequate facilities and medicines , the location of the health budget needs to be increased to ensure the availability of facilities and infrastructure that support optimal services for toddlers at Pustu. c) strengthening maternal and toddler health education programs , community-based education programs should be prioritized to increase maternal awareness of toddler health, nutrition, and immunization. d) utilization of technology in Pustu services with the use of health applications and telemedicine can help overcome the limitations of medical personnel by providing remote consultations and real-time monitoring of toddler health. e) increasing access and equity of services , policies need to be focused on equitable distribution of primary health services, especially in remote areas, so that all toddlers have equal access to quality health services. Overall, this study emphasizes that optimizing toddler health services requires a multidimensional approach that includes increasing resources, technological innovation, and collaboration with the community to ensure the effectiveness of toddler health interventions.

Table 1. R&D research related to Pakreki Health Center Service Management with a literature review on Toddler Health Posts:

No .	Research Title	Writer	Year	Research methods	Key Findings	Relevance to Pakreki Health Center Service Management
1	Evaluation of the Implementation of Posyandu Post-Implementation of M-Posyandu in Pantoloan Boya Village, Palu City	The Voice of the World Bertin Ayu Wandira Parmin	2022	Evaluative Study	Posyandu services still have obstacles in terms of immunization and nutrition coverage	Can be used as a basis for improving the effectiveness of services at the Pakreki Health Center
2	Management of Implementation of Health Center Services in Jombang Regency, East Java	Najah Soraya Niah	2015	R&D (Research and Development)	Technology-based management models increase service effectiveness	Can be adopted to improve services at Pakreki Health Center
3	The Role of Posyandu Cadres in Monitoring Toddler Nutritional Status: Literature Review	Siti Suhartati Zakkiyah Al Faiqoh	2022	Qualitative	Cadres have an important role in early detection of nutritional problems	Pakreki Health Center can improve collaboration with cadres
4	The Influence of Training and Incentives on Health Cadre Performance through Work Motivation as an Intervening Variable	Muhammad Anton	2024	Experimental	Training to improve the competence of cadres in health services	Can be a reference in developing human resources at Pustu Pakreki
5	Integrated Health Service Information System (IHSS Papos) In Tegalsari Village, Karawang	Eka Chandra Ramdhani Jodi Gustian Ilham Asep	2021	R&D	Information systems improve the efficiency of recording and monitoring toddlers	Can be applied to modernize services at Pakreki Health Center

English: June 2019

Table 2. Results of R&D Research related to Pakreki Health Center Service Management with a literature review on Toddler Health Posts:

No .	Research Title	Research methods	Variables Studied	Year	Research methods
1	Evaluation of the Implementation of Posyandu Post-Implementation of M-Posyandu in Pantoloan Boya Village, Palu City	Evaluative Study	Service coverage, community satisfaction	Obstacles were found in immunization and nutrition coverage due to a lack of health workers.	There is a need to increase the number of health workers and the role of cadres
2	Management of Implementation of Health Center Services in Jombang Regency, East	R&D (Research and Development)	Management system, service effectiveness	Technology-based models improve service efficiency	Can be applied at Pakreki Health Center to modernize services

No .	Research Title	Research methods	Variables Studied	Year	Research methods
3	Java The Role of Posyandu Cadres in Monitoring Toddler Nutritional Status: Literature Review	Qualitative	The role of cadres, public awareness	Cadres play a major role in early detection of toddler nutritional problems	Health centers need to improve training and supervision of cadres
4	The Influence of Training and Incentives on Health Cadre Performance through Work Motivation as an Intervening Variable	Experimental	Training, cadre competency	Training improves cadres' understanding of nutrition and health	Pakreki Health Center needs to create a sustainable training program
5	Integrated Health Service Information System (IHSS Papos) In Tegalsari Village, Karawang	R&D	Information systems, data recording	The use of information systems accelerates the recording and monitoring of toddlers.	Can be adopted at Pakreki Health Center for service efficiency

The results of the study showed that the coverage of Posyandu Toddler services at Pustu Pakreki still faces several challenges, including: Limited health workers resulting in less than optimal monitoring of toddler growth and development, Immunization coverage that is not yet optimal , especially for infants aged 0-12 months, Lack of public awareness in bringing toddlers to Posyandu regularly.

The results of the experimental test showed that cadres who received intensive training had a better understanding of: Early detection of toddler nutritional problems, Procedures for recording more accurate health data, Strategies for approaching the community to increase the participation of toddler mothers in Posyandu.

This study is in line with previous studies showing that the involvement of active Posyandu cadres contributes to improving the nutritional status of toddlers. The results of the study, improving service management at Pustu Pakreki include: Increasing the number of health workers , especially village midwives and active Posyandu cadres. Development of an electronic recording system to accelerate the administration process and monitoring of toddler health. Implementation of sustainable health education programs for the community to increase awareness of the importance of Posyandu Balita.

Conclusion

Based on the results of research on the Management of Pakreki Health Center Services with the Literature Review on Posyandu Toddlers , it can be concluded several things as follows: The coverage of Posyandu Toddler services at Pustu Pakreki is very good and the service of the pustu needs to be maintained . Posyandu cadres play an important role in improving the quality of services that need to be improved . The main challenges in Posyandu services at Pustu Pakreki include limited budget, infrastructure, and lack of public awareness.

The implementation of Pakreki Health Center is based on research findings , namely: 1) Improving the Capacity and Competence of Posyandu Cadres among others a) regular training of cadres - cadres need to receive regular training on how to assess nutritional status, record KMS, and detect early signs of malnutrition or disease in toddlers , Pustu can work together with health workers (midwives, nurses, or nutritionists) to provide education to Posyandu cadres. b)

improving skills in health education for Posyandu cadres must be equipped with communication skills so that they can provide effective health education to mothers of toddlers, using educational media such as videos, posters, or interactive modules to assist cadres in providing information. 2) Optimization of Toddler Growth and Nutrition Monitoring Programs including a) routine weighing with accurate KMS m ensure the use of valid measuring instruments (digital scales, standard height measuring instruments) to record toddler growth accurately , measurement results at Posyandu must be integrated with health data at Pustu to monitor children's nutritional development continuously. 3) Nutritional Interventions for Undernourished Toddlers For Health centers can provide nutritious additional food (PMT) for toddlers with poor nutritional status or severe malnutrition , Counseling to mothers of toddlers about appropriate MP-ASI and healthy eating patterns needs to be strengthened. 3) Increasing the Coverage and Quality of Immunization, including a) More Flexible Immunization Schedule m ensure vaccine availability And Arrange a flexible immunization schedule so that mothers of toddlers can more easily bring their children to Posyandu , Pustu can conduct wider socialization so that all toddlers receive complete basic immunizations according to WHO recommendations. b) Cooperation with Related Parties involving village midwives , health workers from Community Health Centers, and local governments to increase the coverage of toddler immunization, providing mobile immunization for hard-to-reach areas . 4) Strengthening the Referral System and Toddler Health Services, including a) an effective referral system If cases of malnutrition, chronic diseases, or growth disorders are found , Posyandu cadres must have a clear line of communication with the Pustu or Puskesmas for quick referral. b) increasing the availability of drugs and nutritional supplements ensure that Posyandu has access to vitamin A, iron tablets for mothers, and basic medicines for diarrhea and ISPA which often attack toddlers. 4) Utilization of Technology for Monitoring and Evaluation including a) Use of Digital Applications in Posyandu can use digital recording applications to facilitate reporting of toddler growth data, data from Posyandu must be integrated with the health information system at the Puskesmas for more systematic monitoring. b) Improving Education through Social Media l Pustu Pakreki can collaborate with Posyandu cadres to disseminate information on toddler health through WhatsApp, Facebook, or Instagram so that more mothers are educated .

The findings of this study indicate that optimization of Posyandu services can be done by training cadres, improving nutrition and immunization programs, better referral systems, and utilizing digital technology . Implementation of these recommendations will improve the quality of toddler health services and reduce the number of malnutrition and preventable diseases . Officers have carried out good and active socialization to the community about the importance of Posyandu Balita , health post officers were given awards (rewards) in the form of symbolic gifts and certificates of appreciation from the health office in Biak Numfor district for their performance in services at the Pakreki Pak Mantri health post named La Sidi.

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