

*Abstract*

**MUHAMMADIYAH UNIVERSITY JEMBER  
NURSING DEPARTMENT, S1  
FACULTY OF HEALTH SCIENCES**

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Kutsyatul Hasanah

*The Correlation between the Performance of Healthcare Agents and Public Satisfaction on the Services of Community Based Care (Posyandu) at Darsono Village*

*xv + 83 pages + 1 chart + 6 tables + 15 appendixes*

*Abstract*

*Public satisfaction upon receiving the services from Community based care (Posyandu) is highly correlated with the performance of the healthcare agents. This research employs cross sectional design, intended to find out the correlation between the performance of healthcare (Posyandu). agents and public satisfaction on the services of Community based care (The population of this research is the entire target community at Darsono Village, numbering 536 individuals. Of that number, 54 are taken as the sample by using proportional random sampling> data collection is conducted using questionnaire of likert scale. The results of this research reveal that 55,6% respondents express that the performance of the healthcare agents is quite satisfactory, while 74,1% express their dissatisfaction over the performance of the healthcare agents. The result of the statistical testing using Spearman Rank rho reveal the significant strong correlation between the performance of healthcare agents and public satisfaction over the services of community based care ( $p$  value= 0,000;  $\alpha$ = 0,05;  $r$ = 0,716). This translates as the better performance the healthcare agents display, the higher satisfactory level public will express. This research recommends healthcare agents improve both quality and quantity of healthcare services, along with necessary improvement on healthcare facilities in order to gear up public satisfaction, respectively.*

*Keywords: performance, healthcare agents, public satisfaction, community based care*

*Bibliography: 37 (2005-2015)*

**Abstrak**

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Hubungan Kinerja Kader Kesehatan dengan Kepuasan Masyarakat terhadap Pelayanan Posyandu di Desa Darsono Kab Jember

xv + 65 hal + 1 bagan + 6 tabel + 15 lampiran

**Abstrak**

Kepuasan masyarakat dalam mendapatkan pelayanan posyandu akan terkait dengan kinerja kader kesehatan. Desain penelitian ini adalah *cross sectional* yang bertujuan untuk mengetahui hubungan kinerja kader kesehatan dengan kepuasan masyarakat terhadap pelayanan posyandu. Populasinya adalah masyarakat yang menjadi sarasaran posyandu di Desa Darsono dengan jumlah 536, sampel yang diambil 54 responden yang diperoleh dengan teknik *proportional random sampling*. Pengumpulan data menggunakan kuisioner dengan skala likert. Hasil penelitian menunjukkan bahwa 55,6% responden mengatakan kinerja kader kesehatan dalam kategori cukup dan 74,1% responden mengatakan kurang puas terhadap kinerja kader kesehatan. Hasil uji statistik *Spearman rho* menyatakan bahwa terdapat hubungan dalam kategori kuat antara kinerja kader kesehatan dengan kepuasan masyarakat terhadap pelayanan posyandu ( $p\ value= 0,000$ ;  $\alpha= 0,05$ ;  $r= 0,716$ ). Semakin tinggi kinerja kader kesehatan semakin tinggi pula kepuasan masyarakat. Penelitian ini merekomendasikan kepada kader kesehatan untuk meningkatkan kualitas dan kuantitas layanan serta fasilitas kesehatan sehingga dapat meningkatkan kepuasan masyarakat

Kata Kunci: Kinerja; Kader Kesehatan; Kepuasan Masyarakat; Posyandu;  
Daftar Pustaka: 37 (2005-2015)