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## Research Article

# The Expectations of Baby Moms and Toddlers in An Integrated Health Care (Posyandu) in Penggilingan Village East Jakarta

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### Abstract

**Aims:** This study explores the mothers' expectations of babies or toddlers towards Posyandu.

**Methods:** A qualitative phenomenological study was conducted using in-depth interviews with 8 mothers (informants) from 5 Posyandu selected by simple random sampling. The study was conducted from Maret 2022. Explored concepts are structure, process, and output of expectation. The collected data was processed by coding and categorization

**Results:** Structural expectation combain 4 categories: accessibilities, human resources, facilities; the process issued 5 categories: service time, community volunteers/cadres, behaviour and communication, midwife/ healthworkes-mothers behavior/communication; and output included 3 categories: mother's desire to make babies and toddlers healthy, controlled growth and development of babies and toddlers, improving baby's quality of life and toddler.

**Conclusion:** The expectations of mothers with babies or toddlers towards Posyandu are formed from 3 components namely input, process and output.

### Keywords :

**Expectation, Mothers with babies and toddlers, posyandu**

## INTRODUCTION

The main goal of national development is to improve the quality of human resources (HR). Efforts to improve the quality of human resources begin with the main concern on child growth and development from conception to young adulthood. (1) his research stated that children who get the main attention are supported by meeting the basic needs of good nutrition starting from the first 1000 days of a child's life from the time in the womb until the child reaches 2 years of age and can form healthy, intelligent and productive human resources.

To support children's health, the community has developed a health service initiative in the form of a posyandu. Posyandu is a form of Community Based Health Efforts (UKBM) which is managed and organized from, by, for, and with the community in the implementation of health, development to empower the community and obtain basic health services to accelerate the reduction of maternal and infant mortality (2). The role of posyandu is very important to monitor the growth and development of children under five.

The success of posyandu in tackling various nutritional problems is influenced

by community participation in posyandu. Based on routine data from the 2019 health promotion directorate, in Indonesia, there are 294,428 posyandu, active posyandu totaling 169,087. The percentage of districts/cities implementing active posyandu development is 6% of the 51% target, or the percentage of performance achievement is 11.76%. According to (3), Posyandu implementation has obstacles experienced by Posyandu cadres. This is because people are not aware of weighing toddlers. People still think that weighing under-five does not benefit from monitoring children under five. In addition, some people have a wrong perception of immunization activities at the Posyandu. There is an assumption that post-immunization fever is caused by injections that interfere with children's health. This study emphasizes the factors associated with the low frequency of mothers of infants and toddlers coming to the Posyandu. However, research on the expectations of mothers of infants and toddlers towards Posyandu is still not available.

In short, patient expectations are the needs, requests, or expectations of mothers of babies and toddlers to come to a doctor/health worker. Suppose the expectations of mothers of infants and toddlers are following reality. In that case, this will lead to satisfaction, and in the end, the mothers of infants and toddlers will visit the Posyandu.

According to a preliminary study conducted on March 8, 2022, at Posyandu RW 008, Pgilan Village, it showed that the results of interviews conducted with 3 mothers of infants and toddlers said they expected posyandu services, both from health workers and comprehensive services, to have good quality, 1 from 3 mothers of infants and toddlers also stated that they were quite satisfied with the posyandu services, as well as the friendly cadres or health workers following their previous expectations.

However, there were still 1 mother of a baby and 1 mother of a toddler who said the posyandu service did not meet their expectations and said they were not satisfied with the posyandu services, such as the late start time of the posyandu, health workers who they could not distinguish from their cadres. And because of that, judging by the statement, the researcher was interested in taking the research with the title "Mother's Expectations of Infants and Toddlers on Services at Posyandu." Because if you want to increase the visits of mothers of infants and toddlers to the posyandu, their wishes or expectations about the posyandu must be heard so that they are more interested in visiting the posyandu and having their babies and toddlers checked.

## METHODS

This study uses a qualitative research method with a phenomenological approach. Time This research was conducted in March 2022 at the Posyandu RW 008 Pgilan Village. The research sample was 8 mothers of infants and toddlers. The sampling technique in this study used a simple random sampling technique to determine the location of the Posyandu and purposive sampling to select mothers of infants and toddlers.

To complete the literature search, eligible article references were reviewed, and article selection strategies can be seen in the image. The research was conducted by conducting interviews with participants to explore the informants' expectations of services at Posyandu. The interview used several open-ended questions beginning with the question, "are you satisfied with the service at the Posyandu." Whatever the answer, then the interviewer asks, "why are you satisfied/unsatisfied with the Posyandu service." Other open-ended questions include the components of structural, process, and output expectations. The interview method used is one-on-one interviewing.

## RESULTS

### Components of the Expectation Structure of Mothers, Infants, and Toddlers for

#### Services at Posyandu

Consists of 4 categories, namely accessibility (distance between mother's baby and toddler's house to posyandu location, posyandu schedule and posyandu service opening hours), human resources (availability of several cadres and health workers), facilities (clean and comfortable room, inspection of health equipment).

Category	Coding
1. Expectations of structure in the category of accessibility	a. The distance from the mother's house to the posyandu location is easy to reach  b. Posyandu schedule is appropriate, which is only once a month  c. Mothers of babies and toddlers want the opening hours of posyandu services to be more disciplined
2. Expectations of structure in the NaturalResources category Krakt	a. Some cadres manage and run the Posyandu program  b. Mothers of Infants and Toddlers want Midwives or Health Workers to come to the Posyandu more often and interact with them more often.
3. Structural expectations in the Facilities category	a. Mothers of Infants and Toddlers are satisfied with the Posyandu procurement site  b. Mothers of Infants and Toddlers are satisfied with the facilities provided at the Posyandu

## Components of the Expectations of Mothers, Infants, and Toddlers for Services at Posyandu

The components of the expectation process for mothers of infants and toddlers in posyandu services include 6 categories, namely service time, behavior and communication of cadres, behavior and communication of midwives/health workers to mothers of infants and toddlers, growth and development checks, information on growth and development and the importance of giving BMI.

Category	Coding
1. Process Expectations in the service time category	a. Mothers of Babies and Toddlers don't feel annoyed if they have to wait a little longer to be served
2. Process Expectations in Cadre Behavior and Communication Category	a. Mothers of Babies and Toddlers are satisfied when served by Cadres b. Mothers of babies and toddlers feel that Cadres can explain well if they have complaints about their babies and toddlers.
3. Process Expectations in Behavior and Communication Category Midwives or Health Workers who come	a. Mothers of Infants and Toddlers said they were satisfied with the explanations explained by the health workers
4. Expectations The process of providing information and providing PMT	a. Mothers of Infants and Toddlers feel that they have additional information about the health of their babies and toddlers when they come to Posyandu b. Mothers of Infants and Toddlers feel very cared for by Cadres and Other Health Workers

## Output Components of Mothers, Infants, and Toddlers' Expectations of Services at Posyandu

Category	Coding
1. Expected output when comes to Posyandu	a. Mothers of Babies and Toddlers feel Babies and Toddlers are well controlled b. Mothers receive directions on Baby and Toddler Health c. Mothers are starting to realize the importance of growing children at an early age d. Mother knows the development of her baby and toddler

## DISCUSSION

### Expectations of Mothers, Babies, and Toddlers for Services at Posyandu

#### Input Expectations

In this study, the structural components that form the expectations of mothers of infants and toddlers on posyandu services consist of 4 categories, namely accessibility, human resources, and facilities.

In this study, accessibility consisted of the location and schedule of the posyandu. All informants said that the posyandu location was quite close to their homes, making it easy to access the posyandu. Following research conducted by (4), it is stated that the close distance of the posyandu will make it easier for mothers of babies and toddlers to reach Posyandu without having to experience fatigue due to decreased body resistance and supporting factors for changes in health behavior so that later it causes someone's interest in visiting the posyandu.

From the study results, it was stated that all informants stated that the posyandu

schedule in terms of frequency and schedule for posyandu implementation was following their wishes. This is in line with research by (5) and (6) that the posyandu schedule is carried out a month to monitor and check the health of infants and toddlers regularly.

Human resources that manage posyandu services are cadres and health workers. (7) This study found that in posyandu, there are several cadres, but there are not always health workers providing health services.

A study conducted by (8) found that HR (human resources) are posyandu implementers consisting of cadres and health workers. According to (4) that the role of health workers in the behavior of visiting mothers, babies, and toddlers to the posyandu has a causal relationship with the behavior of visiting the posyandu. It is said that health workers are tasked with guiding cadres so that there will be material updates every month so that later activities that are carried out available at posyandu may vary. In addition, cadres must also be able to foster all those related to the implementation of posyandu and monitor

the development of infants and toddlers. For this reason, it is recommended to vary the posyandu service because it can affect the behavior of visiting mothers, babies, and toddlers to posyandu services.

### Process Expectations

From the results of this study, the informants said they did not wait long/queued to be checked at the posyandu. However, an informant said that the health workers on duty arrived late. At the same time, the cadres had come to the posyandu, and health workers who arrived late would affect the time for the examination to be longer. According to research (Laeliyah & Nadjib, 2017), waiting a long time causes dissatisfaction.

This study found that most of the informants said they were satisfied with the service of cadres at the posyandu. The informant said that the cadres were always friendly, active, always on time, patient, and responsive. The results of this study follow research conducted by (9) which states that friendliness in health services is directly related to the effectiveness of activities and can affect satisfaction.

The researcher also found that some informants stated that the health workers came on time, were patient, active, and easy to understand when explaining. However, health workers who can provide good service can lead to satisfaction. According to research (10) that the satisfaction of a person or customer, including visitors to the health center, can also be influenced by various factors such as the quality of the services they receive.

From the study results, researchers found that the solution given by health workers was about healthy food that should be consumed and how to stimulate good and appropriate so that the growth and development of infants and toddlers are fulfilled. Information/counseling provided at the posyandu can increase the knowledge of mothers of infants and toddlers following research conducted (5), which says that

socialization is very important to increase the knowledge and the families of mothers of infants and toddlers. Knowledge of mothers of infants and toddlers can increase awareness of mothers of infants and toddlers always make visits to Posyandu. According to (4) that with mothers of babies and toddlers participating in posyandu activities such as counseling on how to stimulate children at home appropriately and pleasantly or problems that make them confused about what to do with their babies and toddlers, it will increase and become the basis for in the formation of attitudes to encourage interest or motivation to always participate in posyandu activities. From the study results, an informant said that he still did not understand how to stimulate children appropriately and pleasantly. According to (4), it needs to be done through interesting media such as Speech, question and answer, and leaflets.

Research conducted by (11) says that the communication skills of health workers between patients can affect patient satisfaction. Good communication can encourage trust between health workers and patients. The main purpose of communication between health workers and patients is to facilitate the exchange of information and patient decision-making.

### Output Expectations

Output expectations are formed by 3 categories, namely regarding the growth and development of infants and toddlers, knowing whether the growth and development of infants and toddlers are well controlled or not, whether babies and toddlers are healthy, and whether their growth and development are following their age. This study found from the results of this interview that mothers of babies and toddlers who returned from their posyandu services could increase their knowledge about the growth and development of their babies and toddlers. Most of the informants stated that the growth and development of babies and toddlers were controlled so that

they became calm and knew the health conditions of their babies and toddlers.

Most of this research shows that the desire of mothers of infants and toddlers after the Posyandu service is to want their babies and toddlers to be healthy, grow and develop following the age of growth and development, and control the growth development of babies and toddlers. According to researchers proposed by (12), social welfare is a condition or condition of human life that is created when various social problems can be managed well. If one of these indicators is met, the babies and toddlers can grow and develop according to their age. Researchers interpret the meaning of the definition as that if mothers of infants and toddlers participate socially, one of which is posyandu, the growth and development of infants and toddlers will not be hampered so that the goal of mothers of infants and toddlers to grow and develop according to age can be achieved according to interviews conducted with informants that all the informant said he wanted his babies and toddlers to be healthy and wanted to control the growth and development of their babies and toddlers.

## CONCLUSION

Based on the results of the study, it can be concluded that in terms of the structural components of the expectations of mothers of infants and toddlers in posyandu services, there are 4 categories, namely accessibility (distance from the house of mothers of infants and toddlers to the posyandu location, posyandu schedule and opening hours for posyandu services), human resources (availability of some cadres). And health workers), facilities (clean and comfortable rooms, inspection of medical equipment). In terms of accessibility, it shows that the distance between the mother's house and the location of the posyandu is close and very easy to reach. The room used during the posyandu is very comfortable and clean for facilities. The tools used are also adequate

so that babies and toddlers do not hesitate to come to the posyandu. This will create safe and healthy babies and toddlers, and mothers of babies and toddlers can be more concerned about the growth and development of their babies and toddlers.

Based on the review, the implementation of the posyandu program in the Village of Grinding RW 008 has been running accordingly. However, in implementing the program, several obstacles can lead to less effective posyandu services for the community, such as late opening times for posyandu services. This influences the community, especially in terms of time discipline, which causes various negative perceptions among the milling village community.

From the aspect of the duties and responsibilities of the posyandu program implementers in the milling village, most of the posyandu cadres have understood their duties and responsibilities in devoting themselves to the community. Many of the posyandu cadres actively participate in the success of government programs through the Health Service to create a safe and comfortable society and avoid all kinds of diseases.

Viewed from the aspect of health and development counseling activities for infants and toddlers at the posyandu program in the Village of Grinding, it shows that the extension activities for growth and development and health of infants and toddlers have been carried out optimally by the Posyandu program manager where the community can benefit from the existence of these counseling activities, both changes in behavior in maintaining health and changes in people's lifestyle patterns, as well as being useful for knowledge and understanding of the community as well as disseminating information about community efforts always to control the growth and development of infants and toddlers from an early age.

The results showed that the expectations of mothers of infants and



toddlers towards posyandu services in the milling village were appropriate in terms of service, distance traveled, and other aspects. It's just that there are some mothers of babies and toddlers who feel that expectations for service opening hours are still unsatisfactory due to delays in service opening hours.

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