

ABSTRAK

ANALISA KINERJA PERAWAT DESA TERHADAP TINGKAT KEPUASAN MASYARAKAT DESA TANGKIL DI POSYANDU WILAYAH KERJA PUSKESMAS BODAG KECAMATAN PANGGUL KABUPATEN TRENGGALEK

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Salah satu permasalahan yang sering dihadapi saat ini adalah ketidakpuasan masyarakat dalam mendapatkan pelayanan kesehatan di posyandu dikarenakan masih kurangnya kinerja Perawat Desa. Tujuan penelitian ini adalah untuk mengetahui Pengaruh Kinerja Perawat Desa Terhadap Tingkat Kepuasan Masyarakat Desa Tangkil Di Posyandu.

Desain penelitian ini menggunakan pendekatan kuantitatif *observasional* dengan pendekatan *cross sectional*. Responden diambil dengan teknik *Proporsional Random Sampling*. Populasi yang diteliti seluruh anggota posyandu Desa Tangkil sampel 215 responden. Variabel Independen yang diteliti adalah Kinerja Perawat Desa Tangkil. Variabel Dependen adalah Tingkat Kepuasan Masyarakat. Hasilnya dianalisis dengan menggunakan uji statistic *Regresi Ordinal*.

Hasil penelitian menunjukkan bahwa Kinerja Perawat Desa diketahui bahwa lebih dari setengah responden dalam kategori Baik adalah sebanyak 118 (54,88%) responden. Tingkat kepuasan Masyarakat diketahui bahwa lebih dari setengah responden dalam kategori Sangat Puas adalah sebanyak 118 (54,88%) responden. Hasil analisa data menunjukkan bahwa tingkat signifikansi $0,000 < \alpha 0,05$ sehingga H_0 ditolak dan H_1 diterima dengan demikian Ada Pengaruh Kinerja Perawat Desa Terhadap Tingkat Kepuasan Masyarakat Desa Tangkil Di Posyandu.

Pelayanan Perawat Desa di posyandu yang berkualitas baik dari segi kegiatan pelaksanaan posyandu, ketanggapan Perawat Desa, upaya promotif dan preventif, dapat mempengaruhi kepuasan masyarakat waktu berkunjung ke posyandu. Dengan rasa puas tersebut akan mempengaruhi masyarakat untuk lebih aktif datang ke posyandu.

Kata Kunci : Kinerja Perawat Desa, Tingkat Kepuasan Masyarakat

ABSTRACT

PERFORMANCE ANALYSIS OF VILLAGE NURSES ON THE LEVEL OF SATISFACTION TANGKIL VILLAGE COMMUNITY IN POSYANDU WORK AREA PANGGUL DISTRICT BODAG HEALTH CENTER TRENGGALEK

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One of the problems that is often faced today is community dissatisfaction in getting health services at posyandu due to the lack of performance of Village Nurses. The aim of this research is to determine the influence of village nurse performance on the level of satisfaction of the Tangkil Village community at Posyandu.

This research design uses a quantitative observational approach with a cross sectional approach. Respondents were taken using Proportional Random Sampling technique. The population studied was all members of the posyandu in Tangkil Village, a sample of 215 respondents. The independent variable studied was the performance of Tangkil Village Nurses. The Dependent Variable is the Level of Community Satisfaction. The results were analyzed using the Ordinal Regression statistical test.

The research results show that the performance of Village Nurses is known to be that more than half of the respondents in the Good category are 118 (54.88%) respondents. The level of community satisfaction shows that more than half of the respondents in the Very Satisfied category are 118 (54.88%) respondents. The results of data analysis show that the significance level is $0.000 < \alpha$ so that H_0 is rejected and H_1 is accepted, thus there is an influence of the performance of village nurses on the level of satisfaction of the Tangkil Village community at Posyandu.

Good quality Village Nurse services at posyandu in terms of posyandu implementation activities, Village Nurse responsiveness, promotive and preventive efforts, can influence community satisfaction when visiting the posyandu. This sense of satisfaction will influence people to be more active in coming to the posyandu.

Keywords: Village Nurse Performance, Community Satisfaction Level