

Analysis of Coverage of Visit to the Integrated Toddler Service Post in the New Normal Era of the COVID-19 Pandemic at the Sedinginan Public Health Center, Tanah Putih District, Rokan Hilir Regency, 2022

Wenny Indriani¹, Yessi Harnani², Nurvi Susanti³

^{1,2,3}Universitas Hang Tuah Pekanbaru, Indonesia

Corresponding authoremail: wennyindriani43@gmail.com

Abstract

The purpose of this research is to find out analysis of coverage of visit to the integrated toddler service post in the new normal era of the coronavirus disease 2019 (COVID-19) pandemic at the Sedinginan Public Health Center, Tanah Putih District, Rokan Hilir Regency, 2022. This type of research is qualitative research with a phenomenological approach. The location of this research is carried out at the Sedinginan Public Health Center, Tanah Putih District, Rokan Hilir Regency. While the time of the study was carried out in May-June 2022. The informant selection technique is using purposive sampling. The stages of data processing consist of data source triangulation, triangulation method, and data triangulation. Based on the results of observations, it is known that there is a government policy regarding the implementation of Integrated Service Post during the COVID-19 pandemic as stated in the guidebook for under-five health services during the COVID-19 emergency response period published by the Ministry of Health of the Republic of Indonesia in 2020. The facilities and infrastructure at the Integrated Service Post are complete but there are still Integrated Service Post that do not have their own buildings. Public Health Center are involved in providing vaccines and monitoring activities. The phenomenon of low community participation in Integrated Service Post activities cannot be resolved without cooperation with related parties. All parties have made maximum efforts in providing information including through social media such as facebook and whatsapp but there are still low visits to the Integrated Service Post. The budget for the implementation of the Integrated Service Post, which came from two parties, is currently not sufficient to finance all activities at the Integrated Service Post such as adding children's play facilities, giving rewards to toddlers who routinely weigh in the Integrated Service Post as well as making extension support tools.

Keywords

education; world; people



I. Introduction

Integrated Service Post is one of the community-based health efforts. Integrated Service Post as part of health development aims to achieve happy and prosperous small families. Integrated Service Post is carried out by families and communities with the participation and guidance of health workers from the local Community Health Center (Ismawati, 2015).

The number of toddlers weighed at Integrated Service Post throughout Indonesia in 2019 was 73.9% and decreased in 2020 to 61.3%. In Riau Province, the number of children under five is considered to have decreased every year. In 2016 the number of children under five was weighed 63.67%, in 2017 it was 61.12%, in 2018 it was 60.34%, in 2019 55.7% and 2020 the number of children under five was weighed only 38.7%. This has not yet reached the national target of 80%.

In Rokan Hilir Regency, Riau Province, in 2017 the achievement of toddler visits was weighed at the Integrated Service Post, namely 87%, in 2018 it decreased to 83.5%. In 2019, it decreased again, namely 46%. In 2020, the achievement of weighing toddler visits at the Integrated Service Post again decreased to 37%. This number is still far from the target that has been set at 80%. In Rokan Hilir Regency, Riau Province, there are 21 Community Health Centers. Currently, all Community Health Centers have not been achieved in the implementation of Integrated Service Post. Community Health Centers with low achievement of Integrated Service Post visits were found in Tanjung Melawan Community Health Center (48.6%), Rantau Kopar Community Health Center (42.9%), Batu Hampar Community Health Center (31.7%) and Community Health Center Cold Public Health (27%).

Impacts or consequences that may arise if toddlers are not brought to the Integrated Service Post can cause the growth and development of toddlers to be unmonitored and successively risk their nutritional condition worsening so that they can experience growth disorders (Anisa, 2016). The coronavirus disease 2019 (COVID-19) pandemic is entering a new normal era where the importance of protocols that must be carried out in carrying out daily life by the community and also in the use of Integrated Service Post services held in the community. To support increasing knowledge and public welfare, health workers play a role in reviewing problems that occur and planning for problems that occur due to the impact of the COVID-19 pandemic through health promotion programs. A number of things have become a concern in the activities at the Integrated Service Post during the new normal period of the COVID-19 pandemic. One of them is the application of health protocols to support Integrated Service Post activities to welcome the new normal. Cadres, health workers and regional policy makers must work together to carry out activities at the Integrated Service Post where they cannot immediately return to their original state. This is in view of the ongoing COVID-19 pandemic (Mas'udi, 2020).

The purpose of this research is to find out analysis of coverage of visit to the integrated toddler service post in the new normal era of the coronavirus disease 2019 (COVID-19) pandemic at the Sedinginan Public Health Center, Tanah Putih District, Rokan Hilir Regency, 2022.

II. Research Method

This type of research is qualitative research with a phenomenological approach. Qualitative research is research that is descriptive and tends to use analysis (Octiva et al., 2018; Pandiangan, 2018). Process and meaning are highlighted in qualitative research. Phenomenological approach, in other words, seeks to find the psychological meaning of an individual's experience of a phenomenon through in-depth research in the daily context of the subject under study (Asyraini et al., 2022; Octiva, 2018; Pandiangan, 2015).

The location of this research is carried out at the Sedinginan Public Health Center, Tanah Putih District, Rokan Hilir Regency. While the time of the study was carried out in May-June 2022.

Informants in this study refer to a principle of suitability and adequacy, where the principle of conformity in qualitative research is that the sample is selected based on the knowledge possessed by the informant related to the research topic (Jibril et al., 2022; Pandiangan et al., 2018; Pandiangan, 2022). While the principle of adequacy is the information that will be obtained must be varied and meet the criteria or categories related to the research (Pandiangan et al., 2022; Tobing et al., 2018). As in this study, the researchers gave codes for the types of informants. Among them, the main informant was given an IU code, and the supporting informant was given an IP code. The informant selection technique is using purposive sampling. Purposive sampling is a data collection technique with certain considerations. Informants who are selected based on the criteria can work together and know the information under study, are willing to become informants and know about the problems being studied (Octiva et al., 2021; Pandiangan et al., 2021; Pandia et al., 2018).

Data analysis is the process of systematically searching and compiling data obtained from interviews, field notes, and documentation by arranging them into categories, describing them into certain units, arranging them into patterns and choosing which ones are important to study and make conclusions so that they are easy to understand for themselves and others (Martha and Kresno, 2016):

1.Data Source Triangulation

Triangulation of data sources was carried out by cross-checking the data obtained from in-depth interviews and observations with other sources from the same research study. In addition, to contrast the data by comparing the results of in-depth interviews from each informant in different categories. Data contrast is used to get a picture of each variable.

2.Triangulation Method

Method triangulation is done by comparing the results of in-depth interviews with the results of observations and then with related important documents.

3.Data Triangulation

The data that has been collected from in-depth interviews, discussions, observations and document searches are categorized and verified and then submitted back to the informants to get feedback for the accuracy of the research

III. Discussion

3.1 Government Policy

Based on the results of in-depth interviews with all key informants, it is known that there is a policy of the Ministry of Home Affairs Number 54 of 2007 concerning Guidelines for Establishing an Operational Working Group for the Development of Integrated Service Post. There have been cross-sectoral policy discussions and have been followed up by local governments, regional officials, village officials, and the Family Welfare Empowerment team. The government's policy regarding the implementation of Integrated Service Post during the coronavirus disease 2019 (COVID-19) pandemic is contained in the guidebook for under-five health services during the COVID-19 emergency response period published by the Ministry of Health of the Republic of Indonesia in 2020. Government policies regarding the implementation of Integrated Service Post during the pandemic COVID-19 has been discussed and coordinated with village officials and the Family Welfare Empowerment team. During the COVID-19 pandemic, policies were added to the implementation of strict health protocols such as wearing masks, maintaining distance and washing hands.

This is in line with the statement of key informants where there is a Ministry of Home Affairs policy Number 54 of 2007 concerning Guidelines for the Establishment of an

Operational Working Group for Integrated Service Post. There have been policy discussions across sectors and across programs. The Ministry of Health's 2020 policy which explains that the Integrated Service Post only serves the healthy and health services depend on the zone. This policy has been discussed in cross-sectoral meetings or directly contacted the relevant parties if there is an urgent matter. During the COVID-19 pandemic, policies were added to the measurement of body temperature and health protocols such as wearing masks, maintaining distance and washing hands.

This is in line with the statements of supporting informants where there is a policy of the Ministry of Home Affairs Number 54 of 2007 concerning Guidelines for the Establishment of an Operational Working Group for the Development of Integrated Service Post. There have been cross-sectoral policy discussions. Services for toddlers are still carried out through health protocols. The government's policy regarding the implementation of the Integrated Service Post during the COVID-19 pandemic has been discussed. During the COVID-19 pandemic, the policy was added to body temperature measurements and health protocols and services were only for healthy toddlers.

Based on the results of observations, it is known that there is a government policy regarding the implementation of Integrated Service Post during the COVID-19 pandemic as stated in the guidebook for under-five health services during the COVID-19 emergency response period published by the Ministry of Health of the Republic of Indonesia in 2020.

From the results of the study, researchers analyzed that the government had made policies for the implementation of Integrated Service Post, both before and after the COVID-19 pandemic. Implementation is left to village officials and related parties in implementing the policy.

Based on this, it can be recommended for all related parties, especially village officials and health workers to be able to socialize existing policies so that these policies can be implemented by all parties.

3.2 Infrastructure

Based on the results of in-depth interviews with all key informants, it is known that the facilities and infrastructure at the Integrated Service Post are complete but there are still Integrated Service Post that do not have their own buildings. The implementation of Integrated Service Post activities continues even though there are incomplete infrastructure facilities and submits them to the village. Public complaints about the availability of facilities and infrastructure at the Integrated Service Post due to moving places. Community complaints are resolved by communicating to the community.

This is in line with the statement of key informants where the facilities and infrastructure at the Integrated Service Post are complete but there are still Integrated Service Post that do not have their own buildings. The implementation of Integrated Service Post activities continues even though there are incomplete infrastructure facilities, for example if there is no building, residents will use houses. There were no complaints from the community, but the cadres who complained wanted to have their own Integrated Service Post building because they were not comfortable staying at people's homes.

This is in line with the statement of supporting informants where the facilities and infrastructure at the Integrated Service Post are complete. The implementation of Integrated Service Post activities continues even though there are incomplete infrastructure facilities. There are no public complaints about the availability of facilities and infrastructure at the Integrated Service Post.

Based on the results of observations, it is known that the facilities and infrastructure at the Integrated Service Post are complete but there are still Integrated Service Post that do not have their own buildings. Integrated Services that do not have their own building. How to

overcome community complaints about the availability of facilities and infrastructure at the Integrated Service Post by discussing it in cross-sectoral meetings and collaborating with village officials to provide the equipment needed.

3.3 Human Resources

Based on the results of in-depth interviews with all key informants, it is known that the Public Health Center is involved in providing vaccines, masks and monitoring activities. Cadres are active in the activity of inviting mothers of toddlers to come to the Integrated Service Post, preparing and implementing the Integrated Service Post. Midwives play a role in immunization and mentoring activities. The role of community leaders in the implementation of the Integrated Service Post is to invite the community to participate in the implementation of the Integrated Service Post. Every human resource that is actively involved in the implementation of the Integrated Service Post.

This is in line with the statement of key informants that Public Health Center carry out programs in the village such as health promotion, maternal and child health, mother class for toddlers, sanitation, nutrition. Cadres are active in the preparation and implementation of Integrated Service Post. Midwives play an active role in health services, immunization, and encourage the community to come to the Integrated Service Post. The role of community leaders in the implementation of the Integrated Service Post is to invite the community to participate in the implementation of the Integrated Service Post. Every human resource that is actively involved in the implementation of the Integrated Service Post.

This is in line with the statements of supporting informants where the Public Health Center is involved in providing vaccines and monitoring activities. Cadres are active in the preparation and implementation of Integrated Service Post. Midwives play a role in immunization activities. The role of community leaders in the implementation of the Integrated Service Post is to invite the community to participate in the implementation of the Integrated Service Post. Every human resource that is actively involved in the implementation of the Integrated Service Post.

Based on observations, it is known that Public Health Center are involved in providing vaccines and monitoring activities. Based on the observations, it is known that the cadres are active in the preparation and implementation of the Integrated Service Post. Based on observations, it is known that midwives play a role in immunization activities. The role of community leaders in the implementation of the Integrated Service Post is to invite the community to participate in the implementation of the Integrated Service Post.

3.4 Public Perception

Based on the results of in-depth interviews with all key informants, it is known that the public's perception of the implementation of the Integrated Service Post before the COVID-19 pandemic was that they were afraid that their child would get sick after their child was immunized. During the COVID-19 pandemic, people had a negative perception of being afraid of contracting the disease so that coverage was not achieved. Steps taken to reduce the negative perception of society is to provide health promotion. Steps taken to improve public compliance with the implementation of the standard operating procedure for Integrated Service Post during the COVID-19 pandemic by promoting health and education.

This is in line with the statement of the key informant where the public perception of the implementation of the Integrated Service Post before the COVID-19 pandemic was that they were afraid that their child would get sick after their child was immunized. During the COVID-19 pandemic, people are afraid to gather in crowded places during the COVID-19 pandemic and people have negative perceptions, for example, they feel weak if they wear masks for too long. Steps taken to increase public compliance with the implementation of the

Integrated Service Post SOP during the COVID-19 pandemic by measuring temperature, counseling, implementing health protocols, providing hand washing facilities, masks and health promotion.

This is in line with the statement of supporting informants where the public perception of the implementation of the Integrated Service Post before the COVID-19 pandemic was very enthusiastic. During the COVID-19 pandemic, people had a negative perception of being afraid of contracting the disease and being more alert. Steps taken to improve public compliance with the implementation of the Integrated Service Post SOP during the COVID-19 pandemic by promoting health and education.

From the results of the study, researchers analyzed that the phenomenon of low community participation in Integrated Service Post activities cannot be resolved without cooperation with related parties for example cadres and community leaders or religious leaders and stakeholders to be able to mobilize the community to play an active role in Service Post activities. Integrated by conducting home visits or through regular meetings outside the Integrated Service Post such as social gatherings, assemblies, and so on. This is in accordance with the duties and responsibilities of the implementers of the Integrated Service Post, both cadres, Public Health Center officers, and stakeholders to remain active in empowering the community in Integrated Service Post activities that aim to improve the quality of public health.

3.5 Information

Based on the results of in-depth interviews with all key informants, it is known that the use of social media and technology in disseminating information regarding the planned activities for the implementation of the Integrated Service Post through social media such as whatsapp, facebook. The parties involved in disseminating information are cadres, family welfare empowerment mothers, community leaders, wirid women, and midwives.

This is in line with the statement of key informants where the use of social media and technology in disseminating information regarding the planned activities for the implementation of the Integrated Service Post through social media such as whatsapp, facebook. The parties involved in disseminating information were cadres, family welfare empowerment mothers, household members, and midwives.

This is in line with the statement of supporting informants where the use of social media and technology in disseminating information regarding the planned activities for the implementation of the Integrated Service Post through social media such as whatsapp and facebook. The parties involved in disseminating information are cadres, mothers for family welfare empowerment and midwives. Based on the results of observations, it is known that the parties involved in disseminating information are cadres, mothers for Family Welfare Empowerment, and midwives.

From the results of the study, the researchers analyzed that all parties have made maximum efforts in providing information including through social media such as facebook and whatsapp but there are still low visits to the Integrated Service Post.

3.6 Funding

Based on the results of in-depth interviews with all key informants, it was found that the budget for the implementation of the Integrated Service Post during the COVID-19 pandemic came from the village fund budget. This is in line with the statement of key informants where the budget for the implementation of the Integrated Service Post during the COVID-19 pandemic comes from the village fund budget. This is in line with the statement of supporting informants where the budget for the implementation of the Integrated Service Post during the COVID-19 pandemic comes from the village fund budget.

From the results of the study, the researchers analyzed that the budget for the implementation of the Integrated Service Post, which came from two parties, is currently not sufficient to finance all activities at the Integrated Service Post such as adding children's play facilities, giving rewards to toddlers who routinely weigh in the Integrated Service Post as well as making extension support tools. Integrated Service Post cadres together with Community Health Center officers must try to find additional funds from outside parties such as the community, companies or healthy funds from the Integrated Service Post itself so that the implementation of Integrated Service Post activities can run optimally.

IV. Conclusion

Based on the results of observations, it is known that there is a government policy regarding the implementation of Integrated Service Post during the COVID-19 pandemic as stated in the guidebook for under-five health services during the COVID-19 emergency response period published by the Ministry of Health of the Republic of Indonesia in 2020. The facilities and infrastructure at the Integrated Service Post are complete but there are still Integrated Service Post that do not have their own buildings. Public Health Center are involved in providing vaccines and monitoring activities. The phenomenon of low community participation in Integrated Service Post activities cannot be resolved without cooperation with related parties. All parties have made maximum efforts in providing information including through social media such as facebook and whatsapp but there are still low visits to the Integrated Service Post. The budget for the implementation of the Integrated Service Post, which came from two parties, is currently not sufficient to finance all activities at the Integrated Service Post such as adding children's play facilities, giving rewards to toddlers who routinely weigh in the Integrated Service Post as well as making extension support tools.

References

- Anisa. (2016). Pedoman Pelaksanaan Posyandu. Nuha Medika.
- Asyraini, Siti, Fristy, Poppy, Octiva, Cut Susan, Nasution, M. Hafiz Akbar, & Nursidin, M. (2022). Peningkatan Kesadaran Protokol Kesehatan di Masa Pandemi Bagi Warga di Desa Selamat Kecamatan Biru-biru. *Jurnal Pengabdian Kontribusi (Japsi)*, 2(1), 33-36.
- Ismawati, C. (2015). Posyandu dan Desa Siaga. Mulia Medika.
- Jibril, Ahmad, Cakranegara, Pandu Adi, Putri, Raudya Setya Wismoko, & Octiva, Cut Susan. (2022). Analisis Efisiensi Kerja Kompresor pada Mesin Refrigerasi di PT. XYZ. *Jurnal Mesin Nusantara*, 5(1), 86-95.
- Martha, Evi & Kresno, Sudarti. (2016). Metodologi Penelitian Kualitatif untuk Bidang Kesehatan. Jakarta: Raja Grafindo Persada.
- Mas'udi, W. (2020). New Normal: Perubahan Sosial Ekonomi dan Politik Akibat COVID-19. Gadjah Mada University Press.
- Octiva, Cut Susan. (2018). Pengaruh Pengadukan pada Campuran Limbah Cair Pabrik Kelapa Sawit dan Tandan Kosong Kelapa Sawit terhadap Produksi Biogas. Tesis. Medan: Fakultas Teknik, Program Studi Teknik Kimia, Universitas Sumatera Utara. <https://repositori.usu.ac.id/bitstream/handle/123456789/12180/157022002.pdf?sequence=1&isAllowed=y>.
- Octiva, C. S., Irvan, Sarah, M., Trisakti, B., & Daimon, H. (2018). Production of Biogas from Co-digestion of Empty Fruit Bunches (EFB) with Palm Oil Mill Effluent (POME): Effect of Mixing Ratio. *Rasayan J. Chem.*, 11(2), 791-797.

- Octiva, Cut Susan, Indriyani, & Santoso, Ari Beni. (2021). Effect of Stirring Co-digestion of Palm Oil and Fruith for Biogas Production to Increase Economy Benefit. *Budapest International Research and Critics Institute-Journal*, 4(4), 14152-14160. DOI: <https://doi.org/10.33258/birci.v4i4.3521>.
- Pandia, S., Tanata, S., Rachel, M., Octiva, C., & Sialagan, N. (2018). Effect of Fermentation Time of Mixture of Solid and Liquid Wastes from Tapioca Industry to Percentage Reduction of TSS (Total Suspended Solids). *IOP Conference Series: Materials Science and Engineering*, 309, 012086. DOI: 10.1088/1757-899X/309/1/012086.
- Pandiangan, Saut Maruli Tua. (2015). Analisis Lama Mencari Kerja Bagi Tenaga Kerja Terdidik di Kota Medan. Skripsi. Medan: Fakultas Ekonomi dan Bisnis, Program Studi Ekonomi Pembangunan, Universitas Sumatera Utara. https://www.academia.edu/52494724/Analisis_Lama_Mencari_Kerja_Bagi_Tenaga_Kerja_Terdidik_di_Kota_Medan.
- Pandiangan, Saut Maruli Tua. (2018). Analisis Faktor-faktor yang Mempengaruhi Penawaran Tenaga Kerja Lanjut Usia di Kota Medan. Tesis. Medan: Fakultas Ekonomi dan Bisnis, Program Studi Ilmu Ekonomi, Universitas Sumatera Utara. <http://repositori.usu.ac.id/bitstream/handle/123456789/10033/167018013.pdf?sequence=1&isAllowed=y>.
- Pandiangan, Saut Maruli Tua, Rujiman, Rahmanta, Tanjung, Indra I., Darus, Muhammad Dhio, & Ismawan, Agus. (2018). An Analysis on the Factors which Influence Offering the Elderly as Workers in Medan. *IOSR Journal of Humanities and Social Science (IOSR-JHSS)*, 23(10), 76-79. DOI: 10.9790/0837-2310087679. <http://www.iosrjournals.org/iosr-jhss/papers/Vol.%2023%20Issue10/Version-8/K2310087679.pdf>.
- Pandiangan, Saut Maruli Tua, Resmawa, Ira Ningrum, Simanjuntak, Owen De Pinto, Sitompul, Pretty Naomi, & Jefri, Riny. (2021). Effect of E-Satisfaction on Repurchase Intention in Shopee User Students. *Budapest International Research and Critics Institute-Journal*, 4(4), 7785-7791. DOI: <https://doi.org/10.33258/birci.v4i4.2697>.
- Pandiangan, Saut Maruli Tua, Oktafiani, Fida, Panjaitan, Santi Rohdearni, Shifa, Mutiara, & Jefri, Riny. (2022). Analysis of Public Ownership and Management Ownership on the Implementation of the Triple Bottom Line in the Plantation Sector Listed on the Indonesia Stock Exchange. *Budapest International Research and Critics Institute-Journal*, 5(1), 3489-3497. DOI: <https://doi.org/10.33258/birci.v5i1.4016>.
- Pandiangan, Saut Maruli Tua. (2022). Effect of Packaging Design on Repurchase Intention to the Politeknik IT&B Medan Using E-Commerce Applications. *Journal of Production, Operations Management and Economics (JPOME)*, 2(1), 15–21. <http://journal.hmjournals.com/index.php/JPOME/article/view/442>.
- Tobing, Murniati, Afifuddin, Sya'ad, Rahmanta, Huber, Sandra Rouli, Pandiangan, Saut Maruli Tua, & Muda, Iskandar. (2018). An Analysis on the Factors Which Influence the Earnings of Micro and Small Business: Case at Blacksmith Metal Industry. *Academic Journal of Economic Studies*, 5(1), 17-23. <https://www.cceol.com/search/article-detail?id=754945>.