



COMPLIANCE ANALYSIS OF VISIT TO INTEGRATED SERVICES POS FOR TODDLERS IN THE NEW NORMAL ERA IN THE WORKING AREA OF THE TANJUNGPINANG HEALTH CENTER, TANJUNGPINANG

by

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ABSTRACT

During the COVID-19 pandemic, monthly Integrated Services Pos health service activities have been stopped. This leads to the early detection of impaired growth and development of toddlers is not optimal, the absence of additional food for toddlers, immunization and other health services. So, it brings a negative impact on the health of toddlers as the nation's next generation. The objective of this research was to determine the factors that cause compliance to visits the Integrated Services Pos for toddlers in the Work Area of the Tanjungpinang Health Center. The research design was cross sectional. The research instrument used online questionnaire using a google form. The research was conducted in November 2020 on 93 mothers of toddlers who were taken using a purposive sampling technique. Data were analyzed by logistic regression test. The results showed that there was an influence of knowledge and attitudes of mothers and the role of cadres on compliance to visits the Integrated Services Pos for toddlers with p-value <0.05 for all variables. It is expected that cadres and midwives can provide information for mothers of toddlers about the importance of Integrated Services Pos for toddlers, especially in the new normal era

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1. INTRODUCTION

Integrated Services Pos is a form of Community Based Health Efforts (UKBM) which is managed and implemented from, by, and for the community. Integrated Services Pos is one of the efforts to empower the community and provide convenience to the community in obtaining basic health services. It aims to accelerate the reduction of maternal mortality (MMR) and infant mortality (IMR). Efforts to develop the quality of human resources by optimizing the potential for growth and development of children can be carried out well, if a community-based health service system such as Integrated Services Pos can be carried out effectively and efficiently and reach all targets that require health services [1].

COVID-19 has been declared a world pandemic by the World Health Organization (WHO) and has also been declared a Certain Emergency Status for an Outbreak of Disease Due to the Corona Virus in Indonesia. In April 2020 the Ministry of Health and the United Nations International Children's Emergency Fund (UNICEF) concluded that as many as 84% of health care facilities had problems with immunization services at the Puskesmas and Integrated Services Pos levels. Access restriction are caused by the cessation of health services and decreased demand because people worrying about being infected with COVID-19. In addition, there are supply constraints due to immunization

program management officers and immunization resources being allocated to COVID-19 handling, limited personal protective equipment for safe immunization, and lack of comorbidities [2].

The implementation of physical distancing and the Large-Scale Social Restriction (PSBB) policy that limits population mobility has an impact on the accessibility of health services. This can lead to a risk for toddlers, which has the potential to increase morbidity and mortality. So, it is necessary to take actions to balance the need for handling COVID-19 and still ensure the continuity of essential health services for toddlers [2]. Providing immunizations, weighing infants and monitoring developments in infants and toddlers is no less important than efforts to prevent COVID-19. Because immunization and other health services for infants, especially in the early stages, can help children grow and develop also increase children's immune systems. This is also exacerbated by the absence of cadres who innovate services to the community during the COVID-19 pandemic [3,4,5].

Health care facilities carry out public health services and programs by implementing and complying with Infection Prevention and Control protocols. Integrated Services Pos continues to provide maternal and child health efforts in the community by implementing health protocols. The health protocols that must be considered include applying the principle of maintaining a minimum distance of 1 meter; strict enforcement of a triage system that ensures immunization targets and delivery parents are in good health and urges those who are sick to postpone visits to Integrated Services Pos; arrange arrival hours so there is no accumulation of people at the same time; and parents/families and children are always reminded to practice a clean and healthy lifestyle by washing hands with soap (CTPS) and wearing masks outside the home[2].

Integrated Services Pos must be carried out regularly every month while still implementing health protocols in the new normal era. Monitoring the growth and development of toddlers, providing immunizations and vitamin A, providing additional food and other basic services are very supportive to give birth to the next generation of quality. The mother's lack of knowledge, the reluctance to attend Integrated Services Pos activities due to COVID-19 and the increased role of cadres are important points that must be considered. Insufficient information creates a reluctance to come to the Integrated Services Pos. This is exacerbated by the non-optimal role of cadres to increase the knowledge of mothers of children under five and not maximally calling for attendance at Integrated Services Pos activities [6,7]. Basic health services that are not implemented effectively and efficiently in Integrated Services Pos activities can cause many health problems for toddlers [8,9,10,11].

Based on the results of interviews with several mothers of children under five in the Working Area of the Tanjungpinang Health Center, Tanjungpinang, they said that most mothers of toddlers were worry to come to the Integrated Services Pos due to the COVID-19 pandemic. This is also reinforced by the interview results with cadres. They said that it was very difficult to get mothers of toddlers to participate in Integrated Services Pos activities. As a result, the cadre's work becomes more difficult because they have to visit every toddler who does not come to the Integrated Services Pos. In addition, there is a government regulation that requires the implementation of health protocols as the main reason for mothers of toddlers not to come to the Integrated Services Pos.

2. RESEARCH METHOD

The research design was cross sectional. The research instrument used was an online questionnaire using a google form. The research was conducted in November 2020 in the Work Area of the Tanjungpinang Health Center, Tanjungpinang. The population of this research was mothers who have toddlers. The sample was calculated using the Slovin formula, so the respondents obtained were 93 mothers of children under five. The inclusion criteria were mothers of toddlers who were willing to be respondents, had and were able to use Android. While the exclusion criteria if the mother was a health worker or Integrated Services Pos cadre. The sampling technique used was purposive sampling. The independent variable was compliance to Integrated Services Pos visits, while the dependent variable was the knowledge and attitude of mothers of toddlers and the role of cadres. Data were analyzed by logistic regression test.

3. RESULTS AND ANALYSIS

3.1. Result

A total of 93 respondents in the Work Area of the Tanjungpinang Health Center were given a questionnaire to assess the knowledge and attitudes as well as the role of cadres. From the table below, it can be seen that most of the respondents have poor knowledge of 53.76%, negative attitudes and bad cadre roles have the same value by 61.29%. Likewise with the visits to the Integrated Services Pos for toddlers, most of them were not active during the new normal era by 54.84%.



Table 1. Frequency Distribution of Mother Knowledge, Attitude, Role of Cadres and Visits to Integrated Services Pos for Toddlers in the Working Area of the Tanjungpinang Health Center, Tanjungpinang

Variable	Category	n	%
Knowledge of Mother	Good	43	46,24
	Not Good	50	53,76
Attitude of Mother	Positive	36	38,71
	Negative	57	61,29
Role of Cadres	Good	36	38,71
	Not Good	57	61,29
Integrated Services Pos for Toddlers Visit	Active	42	45,16
	Inactive	51	54,84

Based on the statistical test results with logistic regression test, it was proven that the significant value of p-value on the knowledge variable was $0.024 < 0.05$, which means that there was an influence of mother's knowledge on toddlers' Integrated Services Pos visits in the new normal era in the Tanjungpinang Health Center Work Area, Tanjungpinang with an Exp(B) value of 3.126 so it can be said that respondents who had good knowledge had 3.126 times more risk to actively visit Integrated Services Pos for toddlers compared to those who had poor knowledge. The p-value of the attitude was obtained $0.001 < 0.05$ which means that there was an influence of the attitude of the mother of toddlers on the visit of the Integrated Services Pos for toddlers in the new normal era in the Tanjungpinang Health Center Work Area, Tanjungpinang with an Exp (B) value of 6.104 so it can be said that respondents who had a positive attitude had a risk 6.104 times more active in visiting the Integrated Services Pos for toddlers compared to those who had a negative attitude. As well as the statistical test results for the cadre role variable. The p-value of the role of cadres was found to be $0.005 < 0.05$, which means that there was an influence of the role of cadres on the visits of the Integrated Services Pos for toddlers in the new normal era in the Tanjungpinang Health Center Work Area, Tanjungpinang with an Exp (B) value of 4.982 so it can be said that respondents who had a good cadre role had 4,982 times more risk to actively visit the Integrated Services Pos for toddlers compared to those who had a bad cadre role.

Table 2. The Influence of Knowledge of Mothers, Attitudes, and Roles of Cadres on Visits to Integrated Services Pos for Toddlers in the Working Area of the Tanjungpinang Health Center, Tanjungpinang

Independent Variable	Dependent Variable	B	Sig	Exp(B)	95% CI
Knowledge of Mother	Visits to Integrated Services Pos for Toddlers	1,140	0,038	3,126	1,064-9,188
Attitudes of Mothers	Visits to Integrated Services Pos for Toddlers	1,809	0,001	6,104	2,192-16,995
The Role of Cadres	Visits to Integrated Services Pos for Toddlers	1,606	0,005	4,982	1,630-15,222
Constant		-2,048	0,000	0,129	

3.2. Discussion

The research results indicate that there was an influence between the knowledge and attitudes of mothers and the role of cadres on visits to Integrated Services Pos for toddlers in the new normal era. The research results are in line with research conducted by Tanjung, et al in 2017 conducted in the Work Area of Batang Toru Health Center, South Tapanuli Regency. The research concluded that the knowledge, attitudes and roles of the cadres influenced the visits to the Integrated Non-Communicable Disease Development Post with p-value < 0.05 [12].

Knowledge is one of the factors that influence the activity of visiting Integrated Services Pos. Good knowledge can be interpreted as having good insight and understanding. Mothers of toddlers who have good knowledge will visit the Integrated Services Pos for toddlers regularly every month, because they know the advantages and benefits of these activities. The low number of Integrated Services Pos visits for toddlers in the new normal era in the Tanjungpinang Health Center Work Area was due to the low knowledge of mothers of toddlers about the importance of Integrated Services Pos and lack of understanding about how to protect themselves and their families from being infected with COVID-19. Many mothers were worried for the safety of their toddlers if they were being infected with COVID-19.

Based on the study by Ludvigsson, COVID-19 in toddlers shows milder cases and better prognosis than adults [13]. The more often people receive information, their knowledge and insight will increase, whereas if they do not get information, their knowledge and insight will not increase. Knowledge is a very important domain in the formation of one's attitude. Knowledge is needed as support in growing self-confidence as well as attitudes and behavior every day, so knowledge is a fact that supports one's attitudes. Knowledge is one of the factors that influence health behavior [14].

Likewise with the attitude of mothers. If they have a positive attitude, then mothers will have a tendency to attend Integrated Services Pos visits every month. Attitude is a form of readiness, willingness to act or predisposing behavior (action) of a person. Several factors that can influence attitudes include personal experience, people who are considered important in their lives and cultural influences. If people are truly free from all pressures that can interfere with the expression of their attitude, it is expected that their behavior can appear as a real form of expression [12]. In this case, people can visit the Integrated Services Pos for toddler. The good attitude of mothers is that they can actively visit the Integrated Services Pos for toddlers because their knowledge is also good or vice versa.

Similarly, the importance of the role of cadres. The good role of cadre's role in increasing public awareness on the importance of Integrated Services Pos greatly affects the visits to Integrated Services Pos for toddlers. Cadres must actively provide information about the importance of Integrated Services Pos activities for toddlers, ways to prevent transmission of COVID-19, the importance of monitoring the growth and development of toddlers, especially during the COVID-19 pandemic. In addition, the cadres must also urge the community, especially mothers of toddlers, to attend the Integrated Services Pos activities every month. The role of these cadres is very important, especially in the new normal era. Accurate information from cadres greatly affects the mothers to bring their toddlers to the Integrated Services Pos every month. This is also in line with research conducted by Tanjung, et al in 2017, the support of cadres encourages the emergence of Integrated Services Pos utilization behavior so they feel comfortable and willing to come to Integrated Services Pos services [12].

Integrated Services Pos cadres are community members chosen from and by the community, willing and able to work together in various community activities voluntarily. Cadres are also trained to handle individual health problems and regular Integrated Services Pos services, so they are expected to have more knowledge and skills that have been fostered and trained by health workers from public health to manage and provide health services for toddlers. The role of cadres is very important when running the Integrated Services Pos for toddlers, which includes a five-desk Integrated Services Pos system. Cadres play a role in motivating, informing the implementation of Integrated Services Pos activities and inviting the community to play an active role [15].

During the COVID-19 pandemic, the Integrated Services Pos implementation was temporarily suspended, but in some places that were considered safe not included in the COVID-19 red zone, the Integrated Services Pos had begun to be implemented face-to-face starting from August 2020, while still complying with the health protocols suggested by the government. Based on the guidelines for health services for toddlers during the pandemic, the health protocols that must be obeyed during the implementation of the Integrated Services Pos include: 1) the implementation of the Integrated Services Pos must obtain approval from the local government; 2) Requiring health workers, cadres and toddlers as well as parents/caregivers to be in good health and not showing symptoms of cough, runny nose, fever; 3) Making a notification for the target community of service (a day before the day of service); 4) the use of masks for toddlers and guardians; 5) Service area in the form of a wide room with good air circulation; 6) Ensuring that the service area is cleaned before and after service in accordance with the principle of preventing infection transmission; 7) Providing Handwashing with Soap (CTPS) facilities, handsanitizer or disinfectant liquid for health workers, cadres and target toddlers as well as guardians at entrances and in service areas; 8) Set the distance of the service desk [2].

During the Integrated Services Pos implementation, there were several concerns and anxieties felt by mothers at Integrated Services Pos, the biggest anxiety was the fear of the toddlers and themselves being infected by COVID-19 when they came to the Integrated Services Pos monitoring. This is in accordance with research conducted by Sari, et al in 2020, that the level of mothers' anxiety greatly affects the Integrated Services Pos visit every month. Mothers who were worried about COVID-19 would not comply with monthly visits to the Integrated Services Pos for toddlers, especially during the COVID-19 pandemic [16]. This anxiety could be overcome with the aid of Integrated Services Pos cadres who always motivated Integrated Services Pos participants and ensured that the Integrated Services Pos implementation was in accordance with the health protocols set by the government.

If mothers have good knowledge and attitudes about the importance of Integrated Services Pos for toddlers, it will increase mother's awareness to visit Integrated Services Pos for toddlers even during the normal era. Because the health of children, especially toddlers, plays an important role until adulthood. Integrated Services Pos activities for toddlers provide many benefits, including monitoring the growth and development of toddlers, giving immunizations, Vitamin A, deworming drugs, providing additional food and so on [17]. Akser, et al in 2020 stated that many health



problems that arise due to the COVID-19 pandemic are not only for mothers but also for children, including nutritional problems which will have long-term effects [9].

The health of toddlers must continue to be improved, especially in the new normal era. Improving the health of toddlers is not only conducted through routine service efforts at the Integrated Services Pos every month, but also other solutions must be found to continue to monitor the growth and development of toddlers and to detect early problems or complications that can occur, especially the problem of stunting which is currently suffered by many children. [8,18,19]. The implementation of Integrated Services Pos activities often does not reach the target. This happens due to several reasons and obstacles that prevent mothers from bringing their children to the Integrated Services Pos, both for reasons of individuals and families as well as due to the COVID-19 pandemic. Several efforts have been made, namely through the use of social media and technology, especially for early detection and monitoring of toddlers' health [20].

4. CONCLUSION

The conclusion of the research is that there is an influence of knowledge and attitudes of mothers of toddlers and the role of cadres on compliance with visits to Integrated Services Pos for toddlers in the new normal era in the Work Area of the Tanjungpinang Health Center, Tanjungpinang. For this reason, it is expected that cadres and midwives can provide information to mothers of toddlers about the importance of Integrated Services Pos for toddlers, especially in the new normal era.

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