DIMENSIONS OF CADRE SATISFICATION WITH THE WEB-BASED e-POSYANDU CADRE HEALTH APPLICATION (ePoK-K) AS AN ALTERNATIVE FOR RECORDING AND REPORTING POSYANDU ACTIVITIES

Melly Damayanti[1], Nurul Aini Suria Saputri[2], Darwitri[3]

Health Polytechnic of Ministry of Health of Tanjungpinang [1-3]

*e-mail: **apriyandimelly@gamil.com***

ABSTRACT

***Background**: Recording and reporting is one of the responsibilities of posyandu cadres. Every month, data is collected and reported in order to monitor and evaluate the posyandu program. Because this activity is performed manually by cadres, it has the potential to cause data errors and inaccuracies. As a result, researcher is interested in developing applications that can assist cadres in recording and reporting, so that cadres can produce accurate and valid posyandu reports.*

***Objective**: The objective of this study was to assess cadre satisfaction with the Cadre Health e-Posyandu Application (ePoK-K) as an alternative to recording and reporting posyandu activities.*

***Method**: This was a quasi-experimental study with a one-group posttest-only design. From June to August 2022, the research was conducted in the Work Area of the Mekar Baru Health Center in Tanjungpinang City. A total of 60 respondents were obtained from 12 posyandu in the Work Area of the Mekar Baru Health Center in Tanjungpinang City using a proportional stratified random sampling technique.*

***Results**: The analysis of the dimensions of respondents' satisfaction with the ePoK-K application revealed that satisfaction was very satisfied in each dimension, with the following details: tangible dimension 90%; reliability 91.7%; responsiveness 91.7%; assurance 76.7%; and empathy 83.3%. In general, respondents' satisfaction with the ePoK-K Application was very high (86.7%).*

***Conclusion:** Respondents were extremely pleased with the website-based ePoK-K application for recording and reporting posyandu activities.*

Keywords: Satisfaction, cadres, application

INTRODUCTION

Posyandu cadres play an important role in carrying out posyandu activities. Cadres are at the forefront of public health efforts, particularly in maternal and child health programs at the village or sub-district level. Posyandu cadres are in charge of collecting data on toddlers, weighing weight and height, counseling on maternal and child health, and informing parents about their children's health and development[1,2]. Furthermore, cadres are responsible for

regularly discussing the outcomes of Posyandu activities and reporting them to health workers or Posyandu supervisors. Posyandu cadres play an important role in ensuring a high-quality MCH program that benefits the community[3-6]

Recording and reporting are important tasks for posyandu cadres and an essential component of the toddler posyandu program[7-9]. This is done so that data on posyandu activities and toddler development can be accurately recorded and regularly monitored by health workers and local government. Recording and reporting are done to monitor and evaluate cadres' performance in implementing the Toddler Posyandu program, as well as to provide accurate and up-to-date information about the health status of children in the village or local environment. Recording the attendance and data of children who come to the Posyandu, including age, weight, height, head circumference, and immunization status, is one of several important steps in recording and reporting Posyandu activities by cadres; keep track of the children's data and update it whenever a posyandu is held. prepare a monthly report containing information on the number of children who come to the posyandu, the types of services provided, and the health status of the children; submit monthly reports to the village/kelurahan level local health officer or posyandu coordinator; Create a follow-up plan for children who require additional care or treatment, such as referral to a health center or hospital, and keep all documents and records related to Posyandu activities in a safe and regular manner. Cadres can help ensure that the Toddler Posyandu program runs smoothly and provides maximum benefits to children and families in the village/kelurahan or local environment by properly recording and reporting posyandu activities[2,7,10]

Currently, posyandu cadres are still manually recording and reporting activities every month. Manual recording and reporting activities are prone to errors and data inaccuracies. In addition to reporting, cadres must record the results of the examination on the Health Card (KMS) book that toddlers own. Every month, a different posyandu cadre will conduct this recording. This may result in data discrepancies and invalid data being recorded in the KMS and the cadre's report book. The poor upkeep of the Toddler Towards Health Card (KMS) can make it difficult for Posyandu officers to validate toddler data. This can lead to inaccurate toddler data, which can have an impact on the evaluation of toddler development and the health services provided. Nonetheless, several regions have begun to use technology to record and report posyandu activities, such as by using applications or information systems that posyandu cadres and local health workers

can access. This technology is expected to make it easier to record and report Posyandu activities, as well as speed up the process of verifying and validating toddler data[11,12]

The COVID-19 pandemic has seen a decrease in cases. The government has permitted several activities that involve a large number of people by implementing health protocols, including the activities of the toddler Posyandu. However, posyandu activities are still not running optimally, as evidenced by the low number of toddler visits to posyandu activities. The practice of not attending posyadu activities during the COVID-19 Pandemic persists to this day. This, of course, complicates the monitoring of toddler growth and development. Previously, an e-Posyandu Health Application (ePoK) was created for mothers of toddlers. The features available in the ePoK application for mothers assist mothers in monitoring their toddlers' growth and development, including documenting immunization and vitamin A history. As a media consultation, use the chat room feature. The ePoK application for mothers has been shown to be beneficial in monitoring the growth and development of toddlers, as well as having a positive impact on cadres' ability to carry out their duties[4,13,14]

An application specifically designed for posyandu cadres was developed to assist them in recording and reporting. The Cadre Health e-Posyandu Application is the name of this application (ePoK-K). The ePoK-K application will incorporate toddler health data stored in the mother's ePoK application. It is hoped that by using this application, cadres will be aided in the early detection of problems and complications in toddlers, as well as in recording and reporting on posyandu activities on a monthly basis. The ePoK-K application is designed as a website-based application that posyandu cadres will use to record and collect data. Furthermore, the ePok-K application includes a reminder feature for several posyandu activities (posyandu schedule, immunization schedule, giving vitamin A, and so on) as well as a chat room feature as a medium for communicating and conveying information to mothers of toddlers.

METHOD

This was a quasi-experimental study with a one-group posttest-only design. The study was conducted in the Working Area of the Mekar Baru Health Center in Tanjungpinang City from June to August 2022. The population consisted of all posyandu cadres in the working area of Mekar Baru Health Center in Tanjungpinang City, but the research sample was a subset of the population that met the research criteria. The study inclusion criteria were

being willing to be respondents, being active as posyandu cadres, being able to use a PC and smartphone/android, being able to access web pages with a web browser, and having an Android with a minimum size of 2 Gigabyte RAM and internet bandwidth of more than 50 kilobyes/second. A cadre of health workers was among the exclusion criteria. Respondents were dropped if they did not use the ePoK-K application in accordance with the rules.

The testing process begun with providing the ePoK Application for toddler mothers to use for two months. The ePoK-K application was then given to respondents to use for one month. The ePoK application would be integrated with data from the ePoK application owned by mothers on toddler growth and development. After one month, respondents were given a questionnaire to assess the dimensions of their satisfaction with the ePoK-K application, namely tangible, dependability, responsiveness, assurance, and empathy. The satisfaction questionnaire was evaluated using ISO/IEC 9126 quality standards[15,16].

The Slovin formula was used to calculate the sample size of up to 60 people. Respondents were drawn from all posyandu in working area of Mekar Baru Health Center Tanjungpinang City. Respondents were drawn from 12 posyandu in the Work Area of Mekar Baru Health Center using a proportional stratified random sampling technique. The characteristics of the respondents were the dependent variable in this study, while the satisfaction with the ePoK-K application was the independent variable. Age, last education, occupation, long service as a cadre, and participation in cadre training were all characteristics. This study was ethically reviewed by the Ethics Committee of Stikes Bani Saleh Bekasi (EC.129/KEPK/STKBS/VI/2022).

RESULTS

Before respondents used the ePoK-K application, the ePoK application for mothers was given to mothers with toddlers in each respondent's work area so that data from the ePoK application for mothers could be integrated into the ePoK-K application. The mother has been using her ePoK application for about two months. The respondents then used the ePoK-K application for one month, using data filled in by mothers of toddlers in each respondent's work area. The respondents tried and used every feature available in this application. Respondents were given a questionnaire to assess their satisfaction with the ePoK-K application.

In theory, respondents' satisfaction with the ePoK-K application can be influenced by their characteristics[17]. The characteristics of the respondents in the study are in Table 1.

Table 1. Characteristics of Respondents

Variable	Frequency	Percentage (%)
Age (years)		
< 20, > 40	4	6.7
20-40	56	93.3
Education		
Low (< SMA)	16	26.7
High (≥ SMA)	44	73.3
Occupation		
Housewives	45	75
Work	15	25
Long service as a cadre		
< 5 years	18	30
≥ 5 years	42	70
Participate in cadre training Never		
Ever	12	20
	48	80

According to table 1, the majority of respondents, 93.3%, were between the ages of 20 and 40. In terms of educational characteristics, the majority, 73.3%, fall into the high category. 75% of the respondents were housewives who had been assigned the task of being a cadre. Regarding the old characteristics of being a cadre, the majority of respondents (70%) had more than 5 years of experience as a cadre and the majority of respondents (80%) had received cadre training.

Table 2. Respondent Satisfaction with the ePoK-K Application

Dimension of Satisfaction	Frequency	Percentage (%)
Tangible		
Satisfied	5	10
Very satisfied	55	90
Reliability		
Quite satisfied	1	1.6
Satisfied	3	6.7
Very satisfied	56	91.7
Responsiveness		
Satisfied	4	8.3
Very satisfied	56	91.7
Assurance		
Satisfied	14	23.3
Very satisfied	46	76.7
Emphaty		
Quite satisfied	1	1.7
Satisfied	8	15
Very satisfied	51	83.3
General Satisfaction		
Satisfied	8	13.3
Very satisfied	52	86.7

According to Parasuraman et al., service quality has five dimensions: tangible, dependability, responsiveness, assurance and certainty, and empathy[18]. The questionnaire results on respondents' satisfaction with the ePoK application are show in Table 2.

According to table 2, the majority of respondents are very satisfied with the ePoK-K application across all dimensions of satisfaction. Similarly, the majority of respondents fell into the very satisfied category when it came to the satisfaction variable in general.

Table 3. Relationship between Respondent Characteristics on Using Satisfaction of the ePoK-K Application

Characteristics	*p value**
Mother Age	*1.000*
Education	*0.192*
Occupation	*1.000*
Long service as a cadre	*0.686*
Participate in cadre training	*0.610*

*Note: * Chi-square test*

According to the data analysis results in table 3, all characteristics are not related to respondents satisfaction with the ePoK-K application with a p value greater than 0.05.

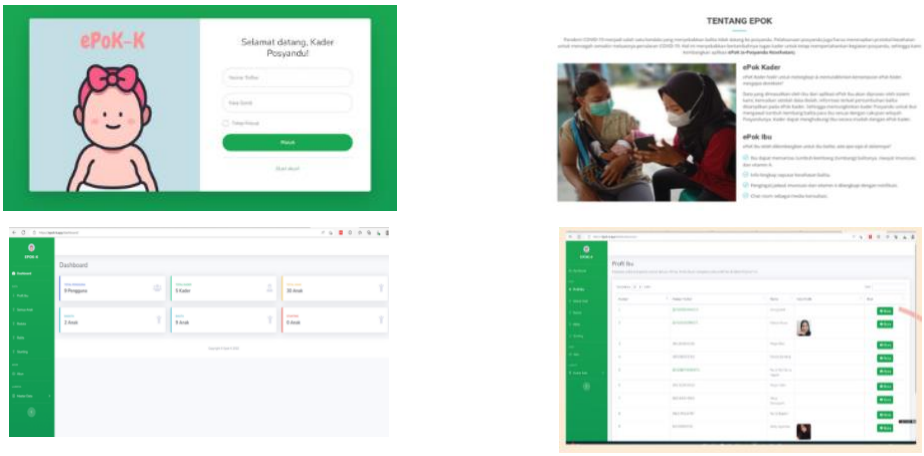

Figure 1. Appearance of the ePoK-K Application

DISCUSSION

All respondents used all of the ePoK-K application's features, both on the website and on Android. The application's features were well-designed to assist cadres in recording and reporting toddler data on a monthly basis. So that respondents can quickly identify early problems or complications encountered by toddlers in their workplace.

All of the respondents' characteristics had no significant

relationship with their satisfaction with the ePoK-K application (p-value> 0.05). The findings of this study showed that the ePoK-K application can be used by each cadre without comparing their characteristics, demonstrating that age, education level, occupation, length of time as a cadre, and training attended had no effect on satisfaction. A person's characteristics do not always influence his satisfaction with something, but many other factors, such as external factors or the surrounding environment (19–21)

Several features were intended to meet user needs, particularly in the areas of toddler data, growth and development, recording and reporting of posyandu activities, and early detection of toddler growth and development problems such as stunting, malnutrition, and so on. By facilitating the collection and analysis of health data, applications can help increase the efficiency and effectiveness of health programs. Long-term, it has the potential to improve the quality of health care in all areas served by the health program.

User satisfaction is a critical consideration when developing an application. The level of user satisfaction with the application can be affected by assessing the gap between user expectations and application performance after using it. The satisfaction dimensions mentioned, namely tangible, dependability, responsiveness, assurance, and empathy, are factors that can influence user satisfaction with the application[18,22]

Tangible dimensions are those that have to do with the physical appearance of applications, such as visual and audio quality, ease of use, and application speed and performance. Respondents require authentic experiences that they can feel for themselves. Respondents are satisfied with the application's appearance and the facilities or features it contains. In theory, the display dimension measures user satisfaction in terms of an application's appearance[14,13].

The ePoK-K application can demonstrate its existence in terms of both features and appearance. This application provides a genuine experience that cadres can feel. This application has an easy-to-understand display and features that are attractive, practical, and not confusing so that respondents can feel the true quality they possess. The available data meets the requirements for posyandu reports.

According to the finding of this study, the majority of the tangible dimensions were rated as very satisfied by 54 of 60 respondents (90%). As a result, it is possible to conclude that the ePoK-K application is considered tangible, in the sense that respondents can perceive its quality in terms of both feature use and application appearance. This shows that this application was successful in implementing the tangible dimension because it presented the application in an appealing manner and provided useful features. Respondents will find the available features extremely useful in

recording and reporting the posyandu. Respondents were pleased and impressed with their overall experience with the application.

This application must be improved in the quality of the tangible dimension so that users are more comfortable and satisfied with the ePoK-K application. Specifically, by collecting input and feedback from users on a regular basis and correcting any problems or deficiencies discovered. Developers can maintain user trust and satisfaction in the long run by doing so, as well as increase the app's popularity and reputation in the market.

Reliability is a dimension related to dependable application performance, such as stability, security, and service timeliness. In the application context, the dimension of reliability or reliability refers to the application's ability to provide benefits accurately and reliably. This dimension is critical because the user expects the application to provide consistent performance and to be able to provide services or information without errors. The timeliness with which services or information are provided, the level of errors or failures in applications, and the ability of applications to have a positive impact on users are all indicators of reliability[13,19].

The dimension of reliability in the context of the ePoK-K application can be seen in the application's ability to provide accurate and reliable health information, as well as timely and effective services. Data on infant and toddler growth and development, in particular, is extremely useful for cadres in recording and reporting. Cadres can easily detect and treat problems and complications in infants and toddlers. Increasing application reliability can be accomplished by ensuring that systems and databases are constantly updated and properly managed, as well as involving users in the application development and improvement process to ensure that applications accurately and reliably meet user needs and expectations.

The application is designed to adapt to current problems and conditions; for example, a feature on stunting data is provided, which includes the toddler's name, parent's name, mobile number, and home address, making communication with the toddler's parents easier for cadres. According to the findings of the study, the majority of the dimensions of reliability (reliability) were rated as very satisfied by as many as 55 out of 60 respondents (91.7%). So, it can be concluded that the ePoK-K application is considered useful, as respondents can experience a variety of benefits, including the completeness of the data required, the ease of recording and reporting, and information on how to handle problems in toddlers.

Responsiveness is a satisfaction dimension that measures an application's ability to respond to user needs and problems quickly and precisely.

Responsive applications will improve user satisfaction and provide a better user experience[14,19].

According to the findings of the study, the dimensions of responsiveness were mostly in the very satisfied category, with 55 out of 60 respondents (91.7%) falling into this category. As a result, the ePoK-K application can be considered responsive. The ePoK-K application can boost responsiveness by providing users with responsive and easily accessible help and support features. For example, providing assistance services online or through WhatsApp that users can access when they encounter problems while using the application. Furthermore, the application includes a feedback feature that allows users to provide feedback and complaints, to which the application development team responds quickly. Data can be directly collected and recorded in the application, allowing babies under the age of five to be identified immediately if they are found to have problems or complications. Figure 1 shows the dashboard feature display.

Cadres will feel more valued and assisted in using the application if the application is more responsive to their needs and problems. This can contribute to increased cadre satisfaction and the development of long-term relationships between users and the ePoK-K application.

The dimensions of assurance and certainty (assurance) in user satisfaction assess how confident users are in the dependability, security, and quality of the applications they use. This dimension addresses a variety of issues, including data security, system reliability, and technical support[4,13,19].

According to the findings of the study, 46 out of 60 respondents (76.7%) were very satisfied with the dimensions of assurance and certainty (assurance). By providing clear and transparent information about the security and privacy of user data, the ePoK-K application has increased the dimension of assurance and certainty. Furthermore, applications must provide consistent and dependable services, such as the avoidance of system errors, bugs, and technical glitches. The application can also provide technical support and tutorial features to help cadres solve technical problems and improve the respondent's experience. The video tutorial explains how to use the application, how to obtain and collect data, and how to find data on problems detected in infants under the age of five, such as stunting and nutritional status issues.

The dimensions of assurance and certainty increase cadre confidence and loyalty to the ePoK-K application, resulting in increased cadre satisfaction and loyalty.

Empathy is the ability to understand and feel the emotions, thoughts, and perspectives of others. The ability to identify, understand, and respond to the feelings of others is referred to as empathy. This includes reading other

people's body language, tone of voice, and verbal language to recognize the emotions they are experiencing, as well as responding in a way that demonstrates concern, feeling, and empathy. The empathy dimension, namely the application, is created by adjusting the needs of the users. Applications can help users solve problems and fulfill their desires. Furthermore, the application can be used at any time to meet the needs of the user[4,13].

According to the findings of the study, 50 out of 60 respondents (83.3%) were very satisfied with the majority of empathy dimensions. So it can be concluded that the ePoK-K application is emphatic, which means that respondents can use it according to their needs, particularly in recording and reporting. Respondents can obtain information on infants, toddlers, and stunting. Because mobile number and address data are also provided, the data is supplemented with the results of each child's monitoring and development, so that if a problem is discovered, the respondent can directly contact the child's parents. Respondents can also use the application's chatroom feature directly. Respondents can also print the results of toddler monitoring and development via the ePoK-K application website. If a case or problem is discovered, information is also provided that the respondent can use.

Overall, with a percentage of 86.7%, respondents are very satisfied with the ePoK-K application. This percentage indicates that respondents gave the ePoK-K application positive feedback and thought it was very effective in meeting the needs of cadres in monitoring the growth and development of toddlers. The "very satisfied" category demonstrates that cadres believe this application will make recording and reporting easier. Continuous application development is also required to improve the quality of toddler health care and address health issues that continue to be a challenge in society.

The ePoK-K application is regarded as practical, safe, and simple to use; it has an appealing and simple appearance; it is very useful; and the data available is complete, accurate, and very helpful in producing routine posyandu reports. Furthermore, the features available are in accordance with government programs and the current situation.

Cadres can use the data contained in the ePoK-K Application to generate posyandu reports based on the results of monitoring performed independently by mothers under the age of five using the ePoK Ibu application. Cadres can also immediately follow up on the interpretation of the results of monitoring toddler growth and development, immunizations, deworming drugs, and vitamin A, particularly if problems or complications are discovered as part of an early detection effort. Aside from that, ePok-K includes a chat feature for cadres to use in direct contact with mothers of toddlers as a

means of communicating and conveying information based on the interpretation of toddler health data. Recording results can also be printed via the ePoK-K application website, allowing cadres to reduce manual recording and reporting stages.

Every month, one of the most important tasks of posyandu cadres is to record and report. However, in today's digital age, tools and technology that can help cadres record and report posyandu activities more efficiently and accurately are required, including the use of special applications or software for recording and reporting posyandu activities. Cadres can record Posyandu activities more quickly and easily by using the ePoK-K application. Furthermore, this application can generate more accurate and structured reports on posyandu activities.

In this case, it is critical for posyandu cadres to stay current on technological developments and apply them to their duties. This can help improve efficiency and accuracy in the implementation of the posyandu program, as well as provide greater benefits to the community. The use of technology can also help cadres monitor and evaluate Posyandu activities. Cadres can more easily and accurately monitor maternal and child health developments, as well as evaluate program implementation[23-25].

One of the barriers that prevents toddlers from visiting the posyandu is the COVID-19 pandemic. Posyandu implementation must also include health protocols to prevent the spread of COVID-19 (26,27). Furthermore, the practice of not bringing children to the posyandu is still practiced by mothers today. As a result, the cadre's task remains to maintain posyandu activities. Incomplete data due to toddlers not attending the posyandu can be overcome by using this application, so that cadres are still aware of the health status of toddlers.

Every month, technological advances can help cadres monitor the growth and development of toddlers. It can even be used in the process of recording and reporting Posyandu activity implementation, allowing complications or problems in toddlers to be detected early[12,28-30]. The use of Android, which can be integrated with the website, is a viable option at this time, particularly for recording and reporting Posyandu activities[11].

CONCLUSION

The majority of respondents (93.3%) were extremely satisfied with the ePoK-K application. This demonstrates that the ePoK-K Application is regarded as safe and simple to use, has an appealing and simple appearance, and data is available accurately and quickly, thereby meeting the needs of users in recording and reporting. Furthermore, the available data and features are consistent with government programs and current conditions. Recording and reporting are very useful because the data is available in

a complete and accurate manner and can be printed via the ePoK-K application website, allowing problems in toddlers to be addressed immediately.

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