

FURNA SARI, NPM : 2022181, Judul “KUALITAS PELAYANAN POSYANDU ILP (INTEGRASI LAYANAN PRIMER) DI KECAMATAN BABIRIK KABUPATEN HULU SUNGAI UTARA (Studi Kasus Desa Teluk Limbung dan Desa Babirik Hulu)”. Di bawah bimbingan **Bapak Muhammad Arsyad, S.Pd.I., M.AP.** sebagai Pembimbing I dan **Bapak Drs. H. Hasbi Salim, M.Pd.** sebagai Pembimbing II.

Kualitas pelayanan merupakan hal penting dalam pelaksanaan Posyandu ILP penelitian ini dilatarbelakangi oleh permasalahan sebagai berikut antrean yang tidak teratur, jadwal kegiatan yang berubah-ubah, fasilitas yang belum lengkap, pemanfaatan buku kesehatan ibu dan anak yang masih rendah, serta jumlah kader yang terbatas. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan Posyandu ILP (Integrasi Layanan Primer) di Kecamatan Babirik Kabupaten Hulu Sungai Utara serta untuk mengetahuinya.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif kualitatif. Teknik pengumpulan data yang digunakan meliputi wawancara, observasi, dan dokumentasi. Sumber data diperoleh melalui penarikan sampel secara purposive sampling dengan jumlah informan sebanyak 12 orang. Setelah seluruh data terkumpul, analisis dilakukan melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa kualitas pelayanan Posyandu ILP (Integrasi Layanan Primer) di Kecamatan Babirik Kabupaten Hulu Sungai Utara (Studi Kasus Desa Teluk Limbung dan Desa Babirik Hulu) cukup baik. Dilihat dari beberapa indikator yakni : Pertama, fasilitas yang dimiliki cukup baik karena fasilitas utama sudah tersedia meskipun sebagian fasilitas tidak lagi digunakan. Kedua, fasilitas pendukung cukup baik karena sebagian sudah tersedia dan dapat digunakan, namun belum sepenuhnya lengkap. Ketiga, kesesuaian jadwal pelayanan cukup baik karena posyandu selalu dilaksanakan meskipun tanggalnya belum dapat dipastikan. Keempat, ketepatan pelayanan cukup baik karena masih terkendala keterlambatan kedatangan petugas. Kelima, respon cepat sudah baik karena petugas segera melayani masyarakat yang datang. Keenam, sistem antrean cukup baik karena telah diterapkan nomor antrean meskipun saat ramai masih terjadi ketidakteraturan. Ketujuh, keahlian tenaga pelayanan sudah baik karena petugas memahami prosedur dan melaksanakan tugas sesuai ketentuan. Kedelapan, perhatian dalam melayani cukup baik namun belum merata saat posyandu ramai. Kesembilan, perhatian terhadap konsumen cukup baik tetapi belum optimal ketika jumlah masyarakat meningkat. Kesepuluh, komunikasi ramah cukup baik karena petugas berkomunikasi dengan sopan dan jelas meskipun masih ada informasi yang belum tersampaikan secara menyeluruh. Faktor-faktor yang mempengaruhi yaitu pertama, faktor pendukung yaitu antusias masyarakat yang datang, dukungan dan kehadiran petugas kesehatan dan kemudahan akses posyandu. Kedua, faktor penghambat yaitu, kondisi bangunan dan fasilitas, kehadiran dan ketepatan waktu petugas, jadwal pemeriksaan kesehatan dan keterbatasan jumlah kader.

Untuk meningkatkan kualitas pelayanan Posyandu ILP di Kecamatan Babirik, pemerintah desa disarankan memperkuat dukungan penyediaan dan perbaikan fasilitas. Petugas kesehatan dan kader diharapkan meningkatkan ketepatan waktu, memperbaiki alur pelayanan, serta memperkuat koordinasi. Masyarakat juga diharapkan hadir tepat waktu, mengikuti alur pelayanan secara tertib, dan meningkatkan pemahaman penggunaan buku Kesehatan Ibu dan Anak.

FURNA SARI, NPM: 2022181, Title: "QUALITY OF ILP POSYANDU SERVICES (INTEGRATION OF PRIMARY SERVICES) IN BABIRIK DISTRICT, HULU SUNGAI UTARA REGENCY (Case Study of Teluk Limbung Village and Babirik Hulu Village)". Under the guidance of **Mr. Muhammad Arsyad, S.Pd.I., M.AP.** as Supervisor I and **Mr. Drs. H. Hasbi Salim, M.Pd.** as Supervisor II.

The quality of service is an important thing in the implementation of Posyandu ILP. This research is motivated by the following problems: irregular queues, changing activity schedules, incomplete facilities, low utilization of maternal and child health books, and a limited number of cadres. This study aims to determine the quality of Posyandu ILP (Primary Service Integration) services in Babirik District, Hulu Sungai Utara Regency and to find out.

This study employed a qualitative approach with a descriptive qualitative approach. Data collection techniques included interviews, observation, and documentation. Data sources were obtained through purposive sampling with 12 informants. After all data was collected, analysis was conducted through the stages of data reduction, data presentation, and conclusion drawing.

The results of the study show that the quality of Posyandu ILP (Integrated Primary Services) services in Babirik District, Hulu Sungai Utara Regency (Case Study of Teluk Limbung Village and Babirik Hulu Village) is quite good. Seen from several indicators, namely: First, the facilities are quite good because the main facilities are available even though some of the facilities are no longer used. Second, supporting facilities are quite good because some are available and can be used, but not yet fully complete. Third, the suitability of the service schedule is quite good because the posyandu is always carried out even though the date cannot be confirmed. Fourth, the accuracy of the service is quite good because it is still hampered by the delay in the arrival of officers. Fifth, the fast response is good because officers immediately serve the people who come. Sixth, the queuing system is quite good because queue numbers have been implemented even though during busy times there is still irregularity. Seventh, the service staff's skills are good because officers understand procedures and carry out their duties according to regulations. Eighth, attention in serving is quite good but not evenly distributed when the integrated health post is busy. Ninth, attention to consumers is quite good but not optimal when the number of people increases. Tenth, friendly communication is quite good because officers communicate politely and clearly even though there is still information that has not been conveyed completely. The influencing factors are first, supporting factors, namely the enthusiasm of the community who come, the support and presence of health workers and easy access to the integrated health post. Second, inhibiting factors, namely, the condition of the building and facilities, the presence and punctuality of officers, health check-up schedules and the limited number of cadres.

To improve the quality of ILP Posyandu services in Babirik District, the village government is advised to strengthen support for the provision and improvement of facilities. Health workers and cadres are expected to improve punctuality, improve service flow, and strengthen coordination. The community is also expected to arrive on time, follow the service flow in an orderly manner, and improve their understanding of the use of Maternal and Child Health Handbooks.