

ABSTRACT

The general objective of this research is to prove the hypothesis that programming coordination, which is implemented through maternal and child health (MCH) guidebook, increases MCH service performance in health center. The specific objectives are to prove that (1) the programming coordination has positive impact to health center provider's competent (knowledge, attitude, cooperation, commitment and motivation), (2) the provider's competent (knowledge, attitude, cooperation, commitment and motivation) has positive impact to MCH service performance, and (3) the programming coordination give positive impact to the MCH service effectiveness at health center.

The study site was located at 2 districts (Nganjuk and Magetan districts) of East Java Province included 12 health centers as intervention groups and 11 health centers as control groups. The study design was control group pre-test and post-test design. In the pre-test sample were 90 health center staffs and 248 pregnant mothers, and in the post-test sample were 96-health center staffs and 244 pregnant mothers

The results indicated that the MCH service performance increased significantly ($p=0,003$) as well as provider's competency ($p=0,001$) and MCH service effectiveness ($p=0,019$) at intervention groups compare to control groups. The programming coordination has positive impact ($\beta=2.1972$) to the increasing of MCH performance. The programming coordination also has positive impact ($\beta=3.9120$) to the improvement of health center provider's competency (knowledge, attitude, cooperation, commitment and motivation) and MCH service effectiveness ($\beta=2.9957$) There are positive impact ($\beta=2.9957$) of provider's competent (knowledge, attitude, cooperation, commitment and motivation) to MCH performance at health center.

It is concluded that (1) programming coordination using MCH guidebook increases MCH performance at health center (2) the programming coordination impact to the increasing of health center provider's competency (knowledge, improve their attitude, increase provider's cooperation, commitment and motivation) toward MCH service, (3) provider's competency (knowledge, attitude, cooperation, commitment, motivation) impact to MCH service performance (4), and the programming coordination impact to the increase of MCH service effectiveness at health center.

Based on that conclusion, it is recommended: (1) to implement programming coordination mechanism in a pooled interdependency organization to improve organization performance and effectiveness (2) the MCH guidebook as a tool of programming coordination can be used to increase provider knowledge, improve attitude, cooperation, commitment and motivation as a substitute of training method, (3) work checklist and supervision checklist can be used to increase service quality and consumer's satisfaction.

Keyword: programming coordination, guidebook, organization performance