

## ANALISIS KUALITAS PETUGAS DALAM PELAYANAN TUBERKULOSIS DI PUSKESMAS KABUPATEN BANYUWANGI TAHUN 2011

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### SUMMARY

#### Analysis of Quality of Tuberculosis Service Officers at Community Health Center of Banyuwangi Regency Year 2011

Report of the WHO Global Tuberculosis Control in a short update to the 2009 report, that Indonesia ranks fifth in the world as a country with the highest number of TB sufferers. For three years (2007-2009) Banyuwangi decline in the achievement of the CDR which is still below 70%. Optimizing the service is one of the efforts to increase case detection rate coverage. In this study will analyze the quality of officers in the service of TB. TB service officer in question is the officer of BP, officer of TB, and officer of Laboratory. Officer of BP is Doctors or nurses working in patient examination rooms. The purpose of the research include analyzing the relationship between support services (distribution of drugs, manuals, equipment) with officers of BP, officers of TB, and officers of laboratory. Analyze the relationship between officer factor (knowledge, attitude, competence, commitment, teamwork, supervision) with the quality of BP officer, TB officer, and laboratory officer. Analyze the relationship between rewards (incentives, training) with the quality of BP officer, TB officer, and laboratory officer. Analyze the relationship between BP officer, TB officer, and laboratory officer with the quality of TB care workers in the PPM and PRM. PPM is a community health center whom conducting microscopic examinations independently TB. PRM is a community health center whom performing examination microscopic of TB also receive slide from other health centers. This study is an analytic observational study with cross sectional design. Its population is all TB care workers in community health center PPM and PRM Banyuwangi in 2011. The sample is the entire population that includes officer of BP, officer of TB, and officer of laboratory who had worked for 1 year. The analysis used was Spearman's correlation by looking at the correlation coefficient (CC). BP officers have a good quality (23.81%), moderate (61.91%), less (14.28%). TB officers have a good quality (23.81%), moderate (52.38%), less (23.81%). Officers laboratory has good quality (14.28%), moderate (71.44%), less (14.28%). Quality of TB services have a good quality (14.28%), moderate (66.67%), less (19.05). Results of spearman's correlation showed that officer of BP had a low correlation coefficient ( $\rho=0.2 < CC \leq 0.4$ ) with the knowledge, attitudes, competence, manuals. BP officer have a pretty strong relationship ( $\rho=0.4 < CC \leq 0.7$ ) with commitment, supervision and training. TB officers have a low correlation coefficient with the knowledge, supervision, manuals, attitudes, and training TB officers have a low correlation coefficient with the commitment, and equipment. Laboratory officer have a

low correlation coefficient with manuals and training. Officer of Laboratory have a enough relationship with knowledge, and commitment. While the results of studies showing no correlation ( $\rho = 0.0$ ), among others: Officer of TB with competence, and cooperation. Officer of Laboratory with cooperation, supervision, and incentives. In these variables showed no correlation because the data are homogeneous. The results showed strong negative relationships, among others: Officer of BP with incentives, officer of TB with incentives, laboratory workers with competence. To improve the quality of BP personnel, need to be given training on TB, especially in the crawl suspect. In addition there is need for more intensive supervision. Improved quality of TB officers by providing equipment that forms for standard TB and complete in order to achieve the recording and reporting system is good. Improving the quality of laboratory officer with provide knowledge about the importance of sputum. Improving the quality of laboratory workers to provide knowledge about the importance of sputum, which is able to obtain sputum with good quality and prevention of transmission through sputum. The sputum good-quality purposed so that in conducting examinations of sputum in patients or suspected TB can be analyzed appropriately so that the error rate can fall below 5%. Prevention of transmission through sputum will break the chain of transmission of TB disease to families and people who frequent contact.

## ABSTRACT

### Analysis of Quality of Tuberculosis Service Officers at Community Health Center of Banyuwangi Regency Year 2011

The purpose of this study was to analyze the quality of BP officials, officers of TB, laboratory workers, and the quality of TB services at the health center PPM and PRM Banyuwangi. Officer of BP is Doctors or nurses working in patient examination rooms. PPM is a community health center whom conducting microscopic examinations independently TB. PRM is a community health center whom performing examination microscopic of TB also receive slide from other health centers. This study is a description observational study. This study is a description observational study with cross sectional design. Its population is all TB care workers in health centers PPM and PRM Banyuwangi in 2011. The sample is the entire population that includes BP officials, officers of TB, and laboratory workers who had worked for 1 year. The analysis used in research is by looking at the correlation spearman's correlation coefficient. The correlation coefficient is enough going on with the Officer of BP's commitment ( $\rho=0.642$ ), supervision ( $\rho=0.436$ ), and training ( $\rho=0.496$ ). The correlation coefficient is enough going on TB Officer with commitment ( $\rho=0.486$ ), and equipment ( $\rho=0.522$ ). The correlation coefficients are sufficient for Officers Laboratory with the knowledge ( $\rho=0.486$ ), commitment ( $\rho=0.454$ ), and attitude ( $\rho=0.418$ ). To improve the quality of TB care workers, it is necessary an increase in BP officials by providing training related to TB. Need to distribute forms and uniform standard TB to TB Officer. Need to provide knowledge to the Laboratory officer of the importance of sputum to be submitted to the

suspects and TB patients in order to obtain a quality examination and prevention of transmission of TB disease.

Keywords: tuberculosis, quality officers, officers of analysis, quality services, cdr

