

## ABSTRACT

Public Health Center is one of the health service organizations that is in direct contact with the community and is fully dependent on individuals and program units. Therefore, social capital is needed to improve the performance of Public Health Center, because the service process at the Public Health Center is more dominated by services provided by human resources. The purpose of this study is to analyze the influence of social capital intensity of immunization program's performance in Public Health Center at Probolinggo City.

This study was an observational study using descriptive analysis and cross-sectional approaches as measured using a questionnaire. The study population was 6 PHCs and the sample was determined using total sampling. Respondents are the immunization program team in each PHC with a total of 82 respondents. Social capital intensity was measured using five elements of Conscise (2000), those are trust, reciprocity and mutuality, social networks, shared norms of behavior, and sense of commitment and belonging. The immunization program's performance is measured using UCI indicators in January - September 2019.

The results showed that only elements of trust and social networks influence the immunization program's performance. The influence of the element of trust on program performance shows a positive influence, while the influence of social networks element shows a negative influence on immunization program's performance. Judging from the quantity distribution of the cross tabulation results of other elements, it shows that there is no influence between the intensity of reciprocity and mutuality elements, shared norms of behavior, and sense of commitment and belonging to the immunization program's performance. When they are made as a unity of social capital intensity, the results of the study using cross tabulation show a positive influence between the social capital intensity and the immunization program's performance. The occurrence of immunization is the presence of community participation, suggestions for further research can be seen from the other side, that is, the community social capital intensity of the immunization program's performance.

Keywords : Social capital intensity, performances, immunization

## ABSTRAK

Puskesmas merupakan salah satu organisasi pelayanan kesehatan yang bersentuhan langsung dengan masyarakat dan penuh ketergantungan antar individu serta unit program. Oleh karena itu, *social capital* sangat diperlukan dalam peningkatan kinerja puskesmas, disebabkan proses pelayanan di puskesmas lebih didominasi oleh layanan yang diberikan oleh sumber daya manusia. Tujuan penelitian ini adalah untuk menganalisis pengaruh intensitas *social capital* terhadap kinerja program imunisasi di puskesmas wilayah Kota Probolinggo.

Penelitian ini adalah penelitian observasional menggunakan analisis deskriptif dan pendekatan *crosssectional* yang diukur menggunakan kuesioner. Populasi penelitian adalah 6 puskesmas dan sampel ditentukan menggunakan total *sampling*. Responden adalah tim program imunisasi di setiap puskesmas dengan jumlah total responden adalah 82. Intensitas *social capital* diukur menggunakan lima elemen Conscise (2000) yaitu *trust, reciprocity and mutuality, social networks, shared norms of behavior, dan sense of commitment and belonging*. Kinerja program imunisasi diukur menggunakan indikator UCI pada bulan Januari – September 2019.

Hasil penelitian menunjukkan bahwa, hanya elemen *trust* dan *social networks* yang berpengaruh terhadap kinerja program imunisasi. Pengaruh elemen *trust* terhadap kinerja program menunjukkan adanya pengaruh positif, sedangkan pengaruh elemen *social networks* menunjukkan pengaruh negatif terhadap kinerja program. Dilihat dari persebaran kuantitas pada hasil tabulasi silang elemen lainnya, menunjukkan hasil bahwa tidak terdapat pengaruh antara intensitas elemen *reciprocity and mutuality, shared norms of behavior, dan sense of commitment and belonging* terhadap kinerja program imunisasi. Apabila dijadikan satu kesatuan intensitas *social capital*, maka hasil penelitian menggunakan tabulasi silang menunjukkan adanya pengaruh positif antara intensitas *social capital* dengan kinerja program imunisasi. Terjadinya imunisasi adalah dengan adanya partisipasi masyarakat, saran untuk penelitian selanjutnya dapat melihat dari sisi yang lainnya yaitu, intensitas *social capital* masyarakat terhadap kinerja program imunisasi.

Kata kunci: intensitas *social capital*, kinerja program, imunisasi