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Pengembangan Instrumen Kepuasan Orang Tua Terhadap Layanan Manajemen Terpadu Balita Sakit (MTBS)
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PENGEMBANGAN INSTRUMEN KEPUASAN ORANG TUA TERHADAP LAYANAN MANAJEMEN TERPADU BALITA SAKIT (MTBS)

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INTISARI

Latar Belakang: Kepuasan orang tua merupakan aspek penting dalam menilai pengalaman dan mutu pelayanan kesehatan anak. Namun, instrumen kepuasan yang tersedia umumnya bersifat umum dan belum secara spesifik mengakomodasi tahapan pelayanan Manajemen Terpadu Balita Sakit (MTBS) di fasilitas kesehatan tingkat pertama.
Tujuan: Penelitian ini bertujuan mengembangkan instrumen kepuasan orang tua terhadap layanan MTBS di FKTP serta memperoleh bukti awal validitas dan reliabilitas.
Metode: Penelitian pengembangan instrumen menggunakan pendekatan kualitatif dan kuantitatif melalui tiga tahapan *Construct Conceptualization and Definition*, *Operationalize the Construct*, dan *Initial Confirmation of Construct Validity*. Konseptualisasi dilakukan melalui wawancara terhadap delapan orang tua, *review* tujuh pakar, uji tampang pada 10 orang tua, dan uji lapangan pada 187 orang tua atau pengasuh. Analisis meliputi daya diskriminasi item, *Exploratory Factor Analysis* (EFA), dan *Cronbach's alpha*.
Hasil: Setelah *review* pakar dan validitas isi diperoleh 34 item. Nilai CVR sebesar 0,71–1,00 (rata-rata 0,98) dan S-CVI/Ave sebesar 0,95–0,99. Seluruh item memiliki daya diskriminasi memadai (*corrected item-total correlation* 0,581–0,834). EFA menunjukkan KMO=0,947 dan *Bartlett's test* χ^2=6214,524; p<0,001. Tiga item dengan *cross-loading* dieliminasi sehingga diperoleh 31 item dalam empat faktor: Interaksi dalam Penilaian dan Tindakan Pelayanan, Konseling dan Tindak Lanjut/Rujukan, Pengkajian Kondisi Kesehatan Anak, dan Kualitas Pelayanan. Keempat faktor menjelaskan 70,563% varians. *Cronbach's alpha* keseluruhan sebesar 0,974, dengan nilai faktor 0,952–0,964.
Kesimpulan: Instrumen 31 item menunjukkan bukti awal validitas dan reliabilitas yang baik untuk mengukur kepuasan orang tua terhadap layanan MTBS di FKTP. Pengujian lebih lanjut melalui *Confirmatory Factor Analysis* dan pada konteks FKTP yang lebih beragam diperlukan sebelum penggunaan secara luas.
Kata kunci: kepuasan orang tua; mutu pelayanan; Manajemen Terpadu Balita Sakit; fasilitas kesehatan tingkat pertama; pengembangan instrumen; validitas; reliabilitas.

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DEVELOPMENT OF A PARENTAL SATISFACTION INSTRUMENT FOR INTEGRATED MANAGEMENT OF SICK CHILDHOOD (IMCI) SERVICES

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ABSTRACT

Background: Parental satisfaction is an important aspect of assessing experiences and the quality of child health services. However, available satisfaction instruments are generally broad in scope and do not specifically accommodate the stages of Integrated Management of Childhood Illness (IMCI) services at primary health care facilities .
Objective: This study aimed to develop a parental satisfaction instrument for IMCI services at primary health care facilities and to obtain initial evidence of its validity and reliability.
Methods: This instrument development study used qualitative and quantitative approaches through three stages: *Construct Conceptualization and Definition*, *Operationalize the Construct*, and *Initial Confirmation of Construct Validity*. Conceptualization was conducted through interviews with eight parents, a review by seven experts, face validity testing with 10 parents, and field testing with 187 parents or caregivers. The analyses included item discrimination, *Exploratory Factor Analysis* (EFA), and *Cronbach's alpha*.
Results: Following expert review and content validity assessment, 34 items were retained. The CVR ranged from 0.71–1.00 (mean 0.98), and the S-CVI/Ave ranged from 0.95–0.99. All items demonstrated adequate discrimination (*corrected item-total correlation* 0.581–0.834). EFA showed excellent sampling adequacy (KMO=0.947; *Bartlett's test* χ^2=6214.524; p<0.001). Three items with *cross-loading* were eliminated, resulting in 31 items comprising four factors: Interaction in Assessment and Service Actions, Counselling and Follow-up/Referral, Assessment of the Child's Health Condition, and Service Quality. The four factors explained 70.563% of the variance. The overall *Cronbach's alpha* was 0.974, with factor coefficients ranging from 0.952–0.964.
Conclusion: The 31-item instrument demonstrated initial evidence of good validity and reliability for measuring parental satisfaction with IMCI services at primary health care facilities. Further testing using *Confirmatory Factor Analysis* and in more diverse primary health care settings is required before widespread use.
Keywords: parental satisfaction; service quality; Integrated Management of Childhood Illness; primary health care facilities; instrument development; validity; reliability.