

## ABSTRAK

**Latar Belakang:** *Universal Child Immunization* (UCI) telah dimasukkan sebagai indikator kinerja pelayanan kesehatan primer pada anak sehingga dapat berguna dalam pengelolaan program dan pengambilan keputusan, (Gofin, 2007). Di Kabupaten Banggai pada tahun 2013, Pencapaian UCI Desa tidak merata diseluruh puskesmas (Profil Dinas Kesehatan Kab. Banggai 2013). Pelaksanaan prosedur program imunisasi belum seluruhnya dilaksanakan oleh petugas imunisasi yang ada di puskesmas. Peranan Kepala Puskesmas sangat diharapkan untuk memantau kinerja petugas imunisasi melalui kegiatan supervisi sehingga terwujudnya kualitas layanan imunisasi yang sesuai dengan standar pelaksanaan program imunisasi.

**Tujuan Penelitian:** Tujuan Penelitian ini adalah untuk mengetahui pengaruh supervisi kepala puskesmas kepada petugas imunisasi terhadap pencapaian cakupan imunisasi di Kabupaten Banggai tahun 2015.

**Metode Penelitian:** Penelitian ini merupakan action research yang diawali dengan identifikasi masalah, kemudian dilakukan tindakan secara berulang-ulang dengan tiga siklus. Action research bersifat “before-after” yaitu membandingkan kinerja petugas imunisasi dan kualitas layanan imunisasi terhadap pencapaian cakupan imunisasi sebelum dan sesudah dilakukan supervisi.

**Hasil Penelitian:** Pada pengamatan awal menunjukkan bahwa pelaksanaan prosedur program imunisasi belum seluruhnya dilakukan oleh petugas imunisasi di Puskesmas Toili II dan Puskesmas Toili III. Kemudian dilakukan kegiatan supervisi dengan memberikan tindakan dan diamati selama tiga siklus, menunjukkan terjadi peningkatan kinerja petugas dan layanan imunisasi.

**Kesimpulan:** Kegiatan supervisi yang dilakukan Kepala Puskesmas melalui proses pengamatan, bimbingan, memberikan motivasi, pelatihan dan monitoring kegiatan, dapat meningkatkan kinerja petugas imunisasi, kualitas layanan dan cakupan imunisasi di Kabupaten Banggai.

**Kata Kunci:** *supervisi, program imunisasi, puskesmas*

## ABSTRACT

**Background:** Universal Child Immunization (UCI) has been included as performance indicators of primary health care for children so that they can be useful in program management and decision making, (Gofin, 2007). In Banggai regency in 2013, UCI Achievement uneven village health centers throughout (Profile Health Office. Banggai 2013). Implementation of the immunization program procedures have not been fully implemented by immunization workers in health centers. The role of the Head of Puskesmas is expected to monitor the performance of immunization workers through supervision activities so terwujudnya quality immunization services according to the standard implementation of the immunization program.

**Objective:** The aim of this study was to determine the influence of the puskesmas head to the official supervision of immunization to the achievement of immunization coverage in Banggai 2015.

**Methods:** This study is an action research that begins with the identification of the problem, then the action is repeated three cycles. Action research is "before-after" that compares the performance of staff immunization and quality of immunization services to the achievement of immunization coverage before and after supervision.

**Results:** In the early observations showed that the implementation of the immunization program procedures have not been fully performed by the officer imuniasi in Puskesmas Puskesmas Toili Toili II and III. Then do the supervision activities by providing action and observed for three cycles, indicates an increase in worker performance and immunization services.

**Conclusion:** The activities undertaken supervision Head of Puskesmas through observation, mentoring, motivating, training and monitoring activities, can improve the performance of immunization workers, quality of service and immunization coverage in Banggai

**Keywords:** *Supervision, Universal Child Immunization*