

The Relationship between Knowledge and Motivation of Posyandu Cadres in Improving the Quality of Stunting Toddlers in Summersari Village, Lowokwaru District, Malang City

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ABSTRACT

The result of a preliminary study in Summersari Village Malang, can be seen from the problems that occur there are still many cadres who do not understand about stunting and less of motivation from the result interview conducted with 15 Posyandu Cadre's obtained a good percentage (14%), medium (46%), and low (40%). **Objective:** The objective of the study is to investigate the correlation between knowledge and cadre's motivation in improving the quality of life stunting toddlers in Summersari Village, Malang **Method:** The study employed analytical correlation with cross sectional design. The study was conducted on July 20 2017. The population of the study was 67 Posyandu cadres with a sample of 64 cadre's. *probability sampling* was used as sampling technique with the Simple Random Sampling technique. The data were collected through questionnaire. The data were analyzed by using Spearman Rank correlation. **Result:** The result showed that cadres with enough knowledge were 31 people (48,4%), and 29 people have less motivation (45,3%). The result of statistical test of the knowledge obtained significant *p-value* =0.006<0.05 with a Spearman Rank correlation value of 0.338 (positive correlation). **Conclusion and Suggestion:** There was a correlation between knowledge and motivation of posyandu cadres in improving the quality of life for stunting toddlers in Summersari Village. It is expected that cadres increase their knowledge and motivation by having willing and support to learn deeper to get a better result.

Keywords: Knowledge, Motivation and Posyandu Cadres.

INTRODUCTION

The presence of Posyandu in Indonesia has contributed significantly to reducing maternal and child mortality rates. Posyandu also has a large contribution to achieving health development goals. The success of the government programs that have been implemented can be seen from the decline in the maternal mortality rate (MMR) from 307 in 2004 to 228 per 100,000 live births in 2007, the decline in the infant mortality rate (IMR) from 35 in 2004 to 26.9 per 1,000 live births in 2007. As well as a decrease in the prevalence of undernutrition from 23.2% in 2003 to 18.4% in 2007. In this case, efforts are needed to improve public health development carried out through community empowerment, including private and civil society. One form of community empowerment is posyandu (Department of Health of the Republic of Indonesia, 2004).



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Posyandu is a form of community participation approach in the health sector which is managed by Posyandu cadres who have received education and training from the Community Health Center (Simanjuntak 2012). This effort to empower the community through cadres is in line with Law number 23 of 1992 which contains the objectives of developing public health, one of which is increasing community independence in overcoming health problems in their environment. Posyandu is managed by the community health center and cannot be separated from the role of the community through the presence of cadres. The role of cadres is one measure of the success of Posyandu which has a very important role, namely providing health services that are able to reach the community and meet face to face more often than with other health workers.

Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given (Simanjuntak, 2012). A cadre who has the ability, will and effort can produce motivation. Once there is motivation, activities can be carried out by health cadres who have received education and training from community health center employees regarding basic health services. (Indonesian Ministry of Health, 2015).

Motivation is defined as a person's (energy) which can increase their level of persistence and enthusiasm in carrying out an activity. Both originating within the individual himself (intrinsic motivation) and from outside the individual (extrinsic motivation) (Sardiman, 2011). Motivation either from within the cadres themselves (intrinsic), namely the cadres' willingness to carry out services based on themselves to improve health or from outside parties (extrinsic) such as positive support from the family will influence cadre activity where positive family support will give rise to encouragement for good work motivation. strong for a cadre in carrying out services at Posyandu.

From the results of a preliminary study conducted at the Dinoyo Community Health Center, one of the community health centers in the city of Malang, the working area of the community health center is the Summersari sub-district. From the information obtained, the Summersari sub-district has 4 posyandu with a total of 76 cadres, with 263 toddlers aged under 5 years. From the results of an interview with one of the Posyandu cadres, Summersari said that not all cadres came during the Posyandu implementation, sometimes table 1 and table 2 were combined into one and run by one cadre. Before implementing the Posyandu, the cadres first notify or invite mothers who have babies or toddlers to come to the Posyandu by visiting the houses, but in Summersari sub-district not all cadres visit the houses so that on the implementation of the Posyandu day not all the mothers who have babies or toddlers also participate in posyandu activities. There are several cadres who drop out because they are more interested in other places that provide economic benefits. Apart from that, the cadres are also less motivated because they rarely receive incentives and training.

The success of the Posyandu program in Summersari Village is also not optimal. This can be seen from the fact that there were still 17 toddlers who experienced stunting in 2018, the cause was not only due to lack of economic factors but also knowledge about nutrition and patience in providing nutritional intake for toddlers. Lack of understanding about stunting is one of the problems that must be addressed immediately. addressed where cadres as spearheads of success in maternal and child health have an important role by approaching the community and should be able to direct or provide motivation so that the condition of stunting can be resolved.

Problems related to the motivation of Posyandu cadres are: 1) cadres on duty are less active so the service does not run smoothly, 2) cadre limitations are caused by cadres who drop out because they are more interested in other places that provide economic benefits, 3) cadres as volunteers feel boredom and no appreciation for cadres that can motivate them to work. The

decline in cadre performance was caused by a lack of motivation and cadre activity. According to Widiastuti (2007), cadre motivation in posyandu activities is a dominant factor that greatly influences the level of posyandu utilization. Posyandu cadres will provide satisfactory results if they have good motivation. However, the problem that occurs is that there are still many cadres who are less motivated, seen from the results of interviews conducted with 15 Posyandu cadres, which were obtained based on good (14%), medium (46%) and low (40%) percentages. From the explanation above, the researcher wants to conduct research to find out whether there is a relationship between knowledge and the work motivation of posyandu cadres in improving the quality of stunting toddlers in Summersari Village, Lowokwaru District, Malang City.

Research Purposes : The general aim of the research is: to find out the relationship between knowledge and the work motivation of Posyandu cadres in improving the quality of life of stunted toddlers in Summersari Village, Lowokwaru District, Malang City, while the specific objectives of the research are: First, to find out the knowledge of Posyandu cadres about stunting in Summersari Village, Lawokwaru District, Malang City. secondly, to find out the work motivation of Posyandu cadres in improving the quality of life of stunted toddlers in the Summersari sub-district, Lawokwaru District, Malang City.

METHODS

Types of research : This research uses a type of research, namely correlation analysis, which is a way to determine whether there is a relationship between variables. The strength between variables can be seen from the correlation coefficient value. With a cross sectional approach. Cross sectional research is cross sectional research with variables of cause or risk and effect or cases that occur in the research object which are measured and collected simultaneously, momentarily or just once at a time at the same time (Setiadi, 2007).

Population and Sample : Population is a generalized area consisting of subjects or objects that have certain qualities and characteristics determined by the researcher to be studied and conclusions drawn. The population in this study was all 76 posyandu cadres in Summersari Village. The research sample is part of the entire object studied and is considered to represent the entire population (Sugiono, 2011). The sample size in this research can be determined using the Slovin formula (Notoatmodjo, 2010), namely 64 respondents.

Research Location and Time : The research was conducted in Summersari Village, Lawokwaru District, Malang. This research took place during June – August 2020.

Data collection technique : The data collection technique in this research was obtained directly from cadres by filling out a questionnaire on the relationship between knowledge and work motivation of posyandu cadres in improving the quality of life of stunted toddlers in Summersari Village, Lowokwaru District, Malang City.

Research Instrument : The instrument for this research is the knowledge and motivation of cadres using a questionnaire, a measuring instrument using a check list mark (√). The questionnaire in this research is self-made which needs to be tested for validity and rehabilitation. The questions in this questionnaire use closed questions, questions like this have the advantage of easily directing respondents' answers (Notoatmodjo, 2010).

Data analysis technique : The data processing processes carried out are: editing, coding, transferring, and tabulating. The statistical test used is product moment correlation according to Spearman Rank to analyze two variables on an ordinal scale (Riwidikdo, 2006).

The data obtained from the questionnaire was processed manually then tabulated and percentages calculated. To determine the knowledge of Posyandu cadres, results were assessed using a range of values (Arikunto, 2006):

76%- 100%: high category
 56%- 75%: medium category
 < 56%: low category

The research results are presented in the form of a distribution and analysis table to obtain the relationship between knowledge and motivation of posyandu cadres in improving the quality of life of stunted toddlers using Spearman Rank statistical testing with research hypothesis testing decisions based on a significance level of 0.05. Testing is assisted by the computer statistical package SPSS (Statistical Program for Social Science).

RESULT

A. Univariate Analyze

This general data consists of data on the cadre's age, occupation and latest education:

Table 5.2.1
Respondent Distribution Data Based on Age

Ages		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	26-35	31	48.4	48.4	48.4
	36-45	28	43.8	43.8	92.2
	>45	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

Based on table 5.2.1, it shows that of the 64 research respondents, it was found that the most dominant cadre age or respondent age was 26-35 years with a total of 31 respondents (48.4%), compared to respondents aged > 45 years, which was the lowest with a total of 5 respondents (7.8%).

Table 5.2.2
Respondent Distribution Data Based on Education

Educations		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD/SMP	10	15.6	15.6	15.6
	SMA	54	84.4	84.4	100.0
	Total	64	100.0	100.0	

Based on table 5.2.2, it shows that the most dominant level of maternal education is high school, namely 54 respondents out of 64 respondents (84.4%) and the lowest level of maternal education is elementary school/junior high school, namely 10 respondents out of 64 respondents (15.6 %).

Table 5.2.3
Respondent Distribution Data Based on Occupation

		Jobs			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	IRT/ Tdk Bekerja	51	79.7	79.7	79.7
	Swasta	3	4.7	4.7	84.4
	Wiraswasta	10	15.6	15.6	100.0
	Total	64	100.0	100.0	

Based on table 5.2.3, it shows that housewife is the most dominant occupation with 51 out of 64 respondents (79.7%) and private sector is the least occupation with 3 out of 64 respondents (4.7%).

Table 5.2.4
Respondent Distribution Data Based on Knowledge

		Knowledges			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Baik	19	29.7	29.7	29.7
	Cukup	31	48.4	48.4	78.1
	Kurang	14	21.9	21.9	100.0
	Total	64	100.0	100.0	

Based on table 5.2.4, it shows that the level of cadre knowledge is mostly Fair Knowledge, 31 respondents out of 64 respondents (48.4%) compared to Good Knowledge, 19 respondents out of 64 respondents (29.7%).

Tabel 5.2.5

Data Distribusi Responden Berdasarkan Motivasi

Based on table 5.2.5, it shows that the level of cadre motivation is mostly Low Motivation with 29 respondents out of 64 respondents (45.3%) and Strong Motivation with at least 10 respondents out of 64 respondents (15.6%).

B. Bivariate Analyze

Bivariate analysis was carried out to analyze the relationship between Knowledge and Motivation of Posyandu cadres in improving the quality of life of stunted toddlers in Summersari Village, Malang, using the Spearman Rank test, which can be seen as follows :

Correlations				
			Pengetahuan	Motivasi
—	Pengetahuan	Correlation Coefficient	1.000	.338**
		Sig. (2-tailed)	.	.006
		N	64	64
		Correlation Coefficient	.338**	1.000
—	Motivasi	Sig. (2-tailed)	.006	.
		N	64	64
		Correlation Coefficient	.338**	1.000
**. Correlation is significant at the 0.01 level (2-tailed).				

The results of the statistical test state that there is a relationship between knowledge and the motivation of Posyandu cadres in Summersari Village, the significance value in the results shows (p-value = 0.006. < 0.05) and the correlation coefficient number is 0.338** which means the level of strength of the relationship (colesari) between knowledge and work motivation of posyandu cadres is 0.338** or sufficient with a positive value (unidirectional relationship type).

DISCUSSION

Description of Cadre Knowledge in improving the quality of stunting toddlers in Summersari Village, Malang

The results of research from 64 respondents showed that cadres who had sufficient knowledge were 31 respondents (48.4%) and cadres who had good knowledge were 19 respondents (29.7%). The majority of cadres' knowledge is still insufficient because there is still a lack of health information, especially nutritional problems or the growth and development of toddlers. Apart from that, there are still cadres who do not understand or know about the main task as posyandu cadres (detecting early child development by weighing and providing nutrition). This shows that the knowledge of cadres in Summersari Village regarding duties and functions, forms of service activities in improving the quality of children under five is still lacking so training needs to be provided, including:

- a) Training on child growth and development

- b) Training on main tasks and
- c) function (TUPOKSI) as a cadre
- d) Parenting Training Child rearing patterns
- e) Training on the importance of the first 1000 days of life (HPK)/the golden period of a child's growth and development

This is in line with research conducted by Latif (2010) which stated that the results of cadres' answers regarding cadres' knowledge of the meaning, goals, duties and functions, requirements for becoming a cadre, and five posyandu activities showed that the majority of cadres' knowledge was poor at 68.6%. (a total of 48 cadres), so it is necessary to provide training to new cadres and cadre refreshing for cadres who have attended training.

The role of cadres is very important in monitoring the growth and development of early childhood which is a provision in carrying out their duties, so that posyandu cadres can identify any irregularities in children's growth and development and prevention efforts can be provided with clear indications as early as possible during critical periods of the growth and development process.

Posyandu activities are very dependent on the role of cadres. Posyandu cadres are volunteers from the community who are seen as having more abilities than other community members. However, the role of cadres is still relatively low because it is voluntary and does not receive a salary, so there is no guarantee that cadres will carry out their functions well as expected (Wulandari and Husniyawati, 2016).

Description of Cadre Motivation in improving the quality of stunting toddlers in Summersari Village, Malang

Based on the research results, the majority of respondents who had low motivation were 29 respondents out of 64 respondents (45.3%) and strong motivation was at least 10 respondents out of 64 respondents (15.6%).

There were very many respondents who had low motivation in posyandu service activities, namely 29 cadres, this could mean that these cadres from the start of their work as posyandu cadres did not have curiosity or wanted to know what real posyandu service activities were, even though they were posyandu cadres. very important. Apart from that, there are also cadres who are lazy and rarely attend when carrying out their duties as posyandu cadres.

According to Slameto (2010), motivation is a process that determines the level of activity, intensity, consistency and general direction of human behavior. With motivation, it is hoped that every job will be carried out effectively and efficiently.

In this study, most of the cadres lacked motivation because they still lacked knowledge and received little information regarding the growth and development of toddlers. Factors that influence motivation are internal desires, level of knowledge and level of education. The results of this research are in accordance with the theory that cadre motivation is influenced by knowledge and education factors (Erfandi, 2008).

Analysis of the Relationship between Knowledge and Cadre Motivation in improving the quality of stunting toddlers in Summersari Village, Malang

The statistical test results used Spearman Rank where the $p\text{-value} = 0.006 < 0.05$ (Significant) meaning that there is a relationship between knowledge and cadre motivation in improving the quality of stunting toddlers in Summersari Village, Malang. The Spearman Rank correlation value is 0.338 (positive correlation) meaning that the better the cadre's knowledge, the better the motivation provided.

This research is in accordance with research conducted by Haryanto Adi Nugroho (2008) regarding the relationship between the knowledge and motivation of posyandu cadres and the activity of posyandu cadres. Respondents' knowledge, namely 22 (73.3%) respondents had poor knowledge and 21 (70%) respondents were classified as having poor motivation and 22 (73.3%) respondents were less active in posyandu activities. The results of statistical tests showed that there was a relationship between knowledge and posyandu activity, supported by a $p\text{ value} = 0.000$ and an $r\text{ value} = 0.784$ and there was a relationship between motivation and posyandu activity with a $p\text{ value} = 0.001$ and $r\text{ value} = 0.585$.

Knowledge is the result of knowing and this occurs after people sense a particular object. Sensing occurs through the five human senses, namely the senses of sight, hearing, smell, taste and touch. Most human knowledge is acquired through the eyes and ears. Knowledge is a very important dominant form of a person's actions (Notoadmodjo S, 2012). Education is needed to obtain information, for example things that support health so as to improve quality of life and self-actualization. Therefore, the higher a person's level of education, the easier it is to receive information so that the more knowledge they have and the easier it is for that person to receive information, so that a person can more easily accept newly developed values (Notoadmodjo, 2012).

Cadres' sufficient knowledge is influenced by the training they have attended. Most of the cadres in the research had not received training on nutritional issues. Training is a form of health education process through training for learning targets who will gain experience so that they can achieve behavior change (Afni, 2014).

In this research, the majority of cadres have sufficient motivation, motivation will encourage them to do their best to carry out their duties so that their performance is also good. Furthermore, most of their education is high school graduates. Their education is related to the ability to absorb information. With sufficient knowledge, if cadres can absorb the information conveyed to them, either through counseling or other information, it will change their actions or behavior in acting which will influence their performance.

Motivation shows the desire to try as hard as possible to achieve a goal. Cadres with high motivation will try hard. Cadres with moderate motivation are likely to perform less or adequately. This is in line with the descriptive results in research showing that someone with high motivation tends to show good performance as well. Motivation is generally related to efforts to fulfill all goals. Each individual in an organization has a different level of motivation from one person to another. Cadres as part of the Posyandu organization also have different levels of motivation from one another (Wulandari and Husniyawati, 2016).

Adequate cadre motivation is influenced by the knowledge of the cadres, most of whom have sufficient knowledge. Motivation is a condition within a person's personality that drives the individual's desire to carry out certain activities, in order to achieve a goal. A person's motivation provides encouragement or enthusiasm to work to meet needs (Notoatmodjo, 2012).

Apart from that, according to Siagian (2012), there are still several factors that influence motivation, namely biographical characteristics, personality, perception, and learning ability and physical ability. Because in this study the ages of the respondents are different, so their motivation will also be different.

Explaining Outpatient Registration Services at Hospitals

In terms of services at hospitals, registration services are the first services at the front of the hospital. According to Gultom (2008), this activity process starts from registration in the waiting room, examination and treatment in the examination room, supporting examinations if necessary, administering medication at the pharmacy, and finally payment to the cashier and then the patient goes home.

According to Erlindai (2019), outpatient registration services in hospitals have a strategic nature. This is because patients who come to the counter must register procedurally. First, the patient comes to register at the ticket counter. Old patients only need to submit their treatment card and ticket, while new patients submit their ticket and inform the officer of the patient's identity so that the officer can write it well and clearly. After completing registration, patients are advised to go straight to the designated polyclinic and wait there to be examined.

Xie et al's (2019) research was conducted by looking at the effectiveness of implementing a comprehensive reservation service for non-emergency registration at hospitals, specifically at the Guangzhou Women and Children's Medical Center. This service flow begins with a mobile appointment registration reservation. Patients whose data confirms to the registration officer that they have registered via the application or online. After that, the patient data that has been entered will be summarized and the data will be distributed to the treatment installation. Patients will be asked to wait in the reservation queue and will then be taken to the treatment consultation room as needed. After the treatment is complete, the patient makes payment via mobile payment. Then the patient will wait for the medicine to be mixed by the hospital pharmacy and after getting the medicine according to the prescription the patient is allowed to go home. The aim of this service flow is to reduce patient waiting times, which have previously taken quite a lot of time by registering directly at the registration counter.

Based on the journals reviewed, the outpatient registration service process is quite varied according to the policies of the hospital agencies at each research site. However, the most visible similarity in the service process is that the patient must register independently with the registration department before going to the treatment room according to the patient's own needs. Then there is a waiting time that must be carried out by the patient according to the queue given by the registration officer.

Explaining Outpatient Satisfaction in Hospitals

The definition of consumer satisfaction is related to satisfaction with a product with the performance that consumers feel about that product. If product performance is higher than consumer expectations, consumers will experience satisfaction (Zulaikhah et al, 2020).

Tran's research (2017) explains that outpatient waiting time is a crucial parameter that influences patient satisfaction. Waiting times were longest in the morning and for those with health insurance. This is in accordance with research by Rasmah et al (2020) and Erlindai (2019) which states that waiting times for registration services can greatly influence whether outpatients are satisfied or not. The results of this research are strengthened by Masruloh (2020) who explains that apart from waiting time, the dimensions of speed, accuracy and readiness of officers in registration services also influence outpatient satisfaction.

Patient satisfaction based on reviewed journals can be measured by looking at service waiting time, service speed, service accuracy, service communication between staff and patients, service performance, and service quality which includes: reliability, assurance, tangibles or real forms, empathy or attention, and responsiveness or concern.

In accordance with the theory above, satisfaction can be influenced by smooth registration, waiting time, fast, friendly, polite service, good, professional skills and care of medical staff, complete facilities. Satisfied patients are a very valuable asset. If patients are satisfied then they will continue to use the service of their choice, but if patients are not satisfied then they will tell other people twice as much about their bad experience. To create patient satisfaction in terms of registration services, hospitals must create and manage a system to obtain more patients and the ability to retain patients. A service process that is ready, precise, has good performance, and maintains communication between staff and patients can influence the high and low level of satisfaction of patients who visit the hospital, especially outpatients.

Explaining the Effect of Registration Services on Outpatient Satisfaction in Hospitals

According to research by Yeni and Budi (2017), satisfaction of TNI patients at RSPAU Dr. S. Hardjolukito according to outpatient registration services. This research uses descriptive analysis and patient satisfaction is assessed based on Importance Performance Analysis (IPA). The average reality is in the quite good category. Average expectations are in the very important category. The gap is negative, meaning the service received is less than expectations. Similar to this research, researchers from India Shukla et al (2015) in their journal explained that registration services can influence the level of satisfaction of outpatients. The results of the study revealed that, as many as 94.5% of the 640 outpatients who were respondents in the study stated that they were satisfied with staff services, but they were not satisfied with the physical facilities at the service site.

Outpatient satisfaction with registration services at hospitals can be measured through several things including waiting time for service, speed of service, accuracy of service, communication between staff and patients, service performance, and service quality. In the opinion of Tran et al (2017) and Erlindai (2019), service waiting time is a crucial parameter that influences patient satisfaction. Patients who are satisfied are patients who receive fast and accurate service waiting times. According to Xie et al (2019), to reduce the length of waiting time received by outpatients seeking treatment, services such as comprehensive reservation services should be developed. According to the research, comprehensive reservation services provide better satisfaction than on-site registration services. This causes the level of satisfaction of outpatients who use registration services to increase because waiting times for services can be cut to get faster waiting times. Based on research by Rahayuningsih (2017), speed of service is not one of the causes of patient satisfaction in hospitals, but the friendliness of the staff and infrastructure are the reasons why patients feel satisfied even though they have to wait a long time.

Based on the results of literature studies, it can be seen that waiting times for outpatient registration services can greatly influence patient satisfaction. This means that the faster the patient's waiting time for the service, the higher the satisfaction of outpatients. Apart from that, service from patient registration officers can also influence patient satisfaction. Communicative and targeted services will provide good satisfaction to patients who use the service. It is still felt that the speed of the staff in carrying out outpatient registration services does not influence patient satisfaction, but the friendliness of the staff and the facilities and infrastructure can make patients feel satisfied even if they have to wait a long time.

CONCLUSIONS

Conclusion :

- 1) Most of the cadres who have sufficient knowledge are 31 people (48.4%).
- 2) Most of the cadres have low motivation, 29 people (45.3%).
- 3) There is a relationship between knowledge and motivation of posyandu cadres in improving the quality of life of stunted toddlers in Summersari Village, Malang. with the results of statistical tests using Spearman Rank, the $p\text{-value} = 0.006 < 0.05$ which is declared significant and the Spearman Rank correlation value is 0.338 (positive correlation).

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