

The Effectiveness of Postpartum Maternal and Child Nutrition Health Services at Waiwerang Community Health Center, East Flores Regency

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ABSTRACT

This study evaluates the effectiveness of postpartum maternal and child nutrition health services at the Waiwerang Community Health Center (CHC) in East Flores Regency, Indonesia. Using a qualitative descriptive approach supported by interviews and field observations, the research captures insights from both health workers and service users within the CHC in East Adonara District. The findings indicate that the overall quality of postnatal nutrition services is perceived as effective, particularly in terms of service accessibility, staff responsiveness, and basic nutrition counseling. However, the study also identifies areas requiring improvement, such as the technical performance and capacity-building of nutrition officers, which are critical to sustaining service quality and meeting national health standards. This research highlights the importance of strengthening public health governance at the local level, particularly in underserved and remote regions. It underscores the role of institutional accountability, professional development, and community engagement in enhancing the delivery of essential maternal and child health services. These insights contribute to broader policy efforts aimed at improving decentralized public health systems in developing country contexts.

Introduction

The government can fulfill its commitment to providing health service facilities and has a vital role in responsible health services (Mustofa et al., 2017) because it is a basic human need and priority; health development is one of the keys to influencing other progress. The entire procedure of living creatures to obtain food from their environment and use it as fuel for various vital processes related to their physiological functions is known as nutrition (Hapsari et al., 2022). It is recommended to choose natural and nutrient-dense foods to improve body function when healthy and when sick. The deaths of women and children due to nutritional disorders can indirectly be prevented (Sudirman et al., 2020).

The complex health problem faced by the Waiwerang community in East Flores Regency is poor nutrition in mothers and toddlers. Starting from a general lack of understanding regarding the nutritional welfare of postpartum mothers and their babies, coupled with the continued existence of extreme poverty, the subjects of this research come from various backgrounds. Less nutrient-dense foods should be considered when addressing health problems and improving overall health (Santika, 2020). The elements found in food that the body needs to stay alive, grow, and support the proper functioning of its organs are known as nutrients. Lack of nutrition can disrupt fetal growth during pregnancy, increasing energy consumption and nutrients necessary for fetal growth and development (Dewi et al., 2021).

The diet of pregnant women is essential because it significantly impacts the fetus's development (Rilyani & Sugiyati, 2021). In the first 1000 days of life, or from the fetus until the child is two years old, adequate nutrition will significantly impact the development of the child's body and mind. The risk of contracting chronic diseases in adulthood, such as obesity, cardiovascular disease, hypertension, stroke, and diabetes, is also associated with malnutrition in this period. The fetus's nutrition depends on the mother's nutrition. Because the mother's nutritional needs must also be met, the pregnant woman's diet must be sufficient both for herself and for the growth and development of the fetus. The problem of malnourished mothers is one of the factors that contribute to the death of pregnant women.

The baby is expected to weigh relatively little at birth and will be malnourished. Plus, mothers and babies are more likely to die (Noviana & Ekawati, 2019). It is important to remember not to diet while pregnant. In addition, avoid restricting the diet of new mothers because this can cause nutritional problems if they do not have adequate information or knowledge about the impact of a postnatal diet on their bodies (Fadhillah, 2018).

A nutritionally balanced diet is essential for children. Besides being necessary for growth, children need a balanced and nutritious diet so that their brains can develop cognitively and prevent disease (Munawaroh et al., 2022). Food high in carbohydrates is a source of energy or strength for children. The energy from these nutrients can be used for movement or activities. Children who do not get enough carbohydrates can become lethargic and reluctant to do exercises. Source of protein: Amino acids in protein function as building blocks for forming body cells, repairing damaged cells, and developing the brain. Protein deficiency can cause children to grow more slowly. A balanced diet from a nutritional perspective includes rice, vegetables, fruit, and dairy products in portions suitable for the body (Mardhiati, 2019).

After the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 concerning Technical Standards for Fulfilling Basic Service Quality in Minimum Standards for the Health Sector, the government continues to provide extraordinary services to the community, especially in the health sector. Regulations regarding the type and quality of essential services and mandatory government affairs that every citizen can obtain at a minimum are called minimum

service standards for the health sector. As community facilitators who contribute to health development in their local communities, local regional health services play an essential role in community empowerment. The government needs to focus on the issue of community empowerment in line with Indonesia's efforts to create a positive paradigm.

The maintenance and continuity of the political system are greatly influenced by the fulfillment of community demands and interests (Sitorus & Siahaan, 2018). The government or bureaucrats must meet community needs. Bureaucrats are always held accountable by the public for providing quality public services. Health services are one of the areas where society has the highest demand for public services. So that civil servants can improve public health, the role of government is vital (Susetiyo & Iftitah, 2021). The government is the highest authority and must provide health services and facilities per its commitments. Because it is a basic human need and priority, health development is one of the keys to influencing other progress.

Improving preventive, curative, and rehabilitative services, the healthy paradigm can be used as a model for long-term health development to achieve independence in maintaining health and realizing a "Healthy Indonesia" (Adiyanta, 2020). As a result, we can now observe several community-based health initiatives, such as the Sanitation Clinic, SIAGA Village, and Jemantik programs.

Several previous studies have examined this problem, which focused on the application of electronic communication, information, and education for pregnant women and the quality of health services (Putri & Bambang, 2021). The health outcomes of mothers and babies after giving birth, and the description of post-earthquake maternal and child health services. The novelty of this research is that researchers focus more on studying the nutritional health of mothers and children after giving birth from the perspective of effectiveness theory. This research aims to analyze the effectiveness of public health services provided by the Waiwerang CHC, Flores Regency. The five ideas of service effectiveness are productivity, quality, efficiency, flexibility, and satisfaction.

Literature Review

Effectiveness of Health Services

Effectiveness is how well work is done and the extent to which people produce the expected output. It can be effective if a job can be completed according to plan, both in time, cost, and quality. Service effectiveness can be successful if the agreed goals and targets have achieved the objectives. Service effectiveness also influences the five indicators of energy, namely productivity, quality, efficiency, flexibility, and satisfaction (Raden & Aprilia, 2020). *Productivity* compares the results achieved and the totality of energy sources needed. Productivity is an interpretation of the comparison between service products acquired and the position of service personnel per unit of time. *Service quality* is service intended to meet or even exceed the expectations of service recipients. *Efficiency* refers to a balance between those

who are served and those who serve, from now on referred to as output and input. *Flexibility in service* is an effort to attract, obtain, and retain service recipients with good service quality. *Service satisfaction* is a person's feeling of pleasure or disappointment when receiving service and their impression of the service received.

The effectiveness of health services is how far the quality of health services is achieved by consumer needs and expectations (Budo et al., 2020). These services must pay attention to the principles of public services to maintain their quality and effectiveness in health services. Public services are always associated with efforts carried out by individuals, teams of individuals, or specific organizations to help and facilitate society to achieve specific goals.

Health service settings must be very effective because this impacts the level of service provided to the community. Health services also function as a benchmark for evaluating the quality of services received; good health services take patients' concerns seriously and satisfy them (Mustofa et al., 2017). It is necessary to pay attention again to the effectiveness of health services within the scope of the CHC. Currently, the CHC is a place for health services that must be paid attention to because it is the Regency/City Health Service's technical implementation unit responsible for carrying out health development in certain areas. CHCs need to receive primary attention regarding the quality of health services so that CHCs are always required to improve the professionalism of employees who have and improve facilities or health advice to provide satisfaction to the community as users of health services (Mustofa et al., 2020). So far, the function and role of the CHC as the spearhead of public health services are increasingly falling short of expectations.

The effectiveness of these health services can significantly impact the health and well-being of mothers and babies in the area. Fulfilling the interests and needs of society determines the continuity and upholding of the government system. The government must meet the community's needs (Barani et al., 2023). Every time the public demands quality public services from bureaucrats, one public service that is maximally demanded by the public is nutritional health services for mothers and children after giving birth. This shows that the government's role is vital for community services to improve the quality of public health, especially postnatal maternal and child nutrition (Kurniawan & Atmojo, 2020).

Fulfilling the interests and needs of the community dramatically determines the continuity and upholding of the government system (Sitorus & Siahaan, 2018). The government or bureaucrats must be able to meet the community's needs. At all times, the public always demands quality public services from bureaucrats. One form of public service that is maximally demanded by the community is health services. The role of government is vital for public servants to improve the quality of public health (Susetiyono & Iftitah, 2021). As the highest institution, the government is responsible for health care and must fulfill its obligations in providing health service facilities. Health development is one of the keys to influencing other developments because health is a primary human need and a fundamental priority in life.

Postnatal Maternal and Child Nutritional Health

Effective postnatal maternal nutritional health services must meet the unique nutritional needs of postnatal women (Widiawati & Haryani, 2023). These services can include nutritional education, micronutrient supplementation, breastfeeding support, and education on appropriate food intake. If seen from a productivity perspective, nutritional health services for mothers and children at the CHC can be assessed based on service procedures and community understanding regarding health services, especially regarding the postnatal nutritional health of mothers and children.

Several studies have shown that effective postnatal maternal nutrition services significantly improve maternal health outcomes, such as reducing the prevalence of anemia and improving feeding practices (Mistry et al., 2019). Postnatal child nutrition services should promote exclusive breastfeeding and appropriate complementary feeding, ensuring growth and development. These services may include lactation counseling, growth monitoring, and nutritional education for caregivers. Studies have consistently shown that effective postnatal child nutrition services lead to increased growth and prevalence of malnutrition in children (Budiastutik & Rahfiludin, 2019).

While the importance of postnatal maternal and child nutrition services is widely recognized, several challenges hinder its effectiveness. These challenges can include limited resources, lack of adequate infrastructure, and need for trained health workers. Overcoming these challenges requires targeted interventions, including capacity building, infrastructure improvements, and policy support from relevant stakeholders. Opportunities to increase the effectiveness of postnatal maternal and child nutritional health services at the Waiwerang CHC include community involvement and collaboration with local organizations. Involving the public in decision-making can increase awareness and use of health services. Collaboration with local organizations and government agencies can obtain additional resources and support to improve infrastructure and human resources. Nutrition has a vital role in the growth and development process of children under five (Vyanti et al., 2022).

If a toddler's nutritional needs are not met adequately, this can disrupt his growth and development, and the impact may be visible until he becomes an adult. To fulfill nutritional needs after giving birth, mothers are expected to consume varied and complete nutritious foods ranging from carbohydrates, protein, vegetables, and fruit as a source of vitamins and minerals (Krisdayani et al., 2023). Respondents' average nutritional intake at home was higher than at the hospital. Changes in eating patterns can be influenced by the knowledge or information received by the mother, so education is one factor that can influence daily consumption patterns (Suriyati et al., 2021). Maternal consumption patterns in this study were seen from the amount of food and nutritional intake consumed by the mother after giving birth. Nutritional education for mothers after giving birth can provide information that is easy to understand or apply, increase mothers' knowledge, and change the paradigm of taboos on certain types of food.

Research Methods

The type of research used in qualitative descriptive research is that it attempts to bring the social reality being studied to the surface as a characteristic, feature, model, sign, or image by describing, summarizing, or illustrating various conditions, situations, or phenomena that exist in society (Rusli et al., 2021). This research uses qualitative descriptive research to methodically, factually, and accurately describe the facts, characteristics, and relationships between current phenomena. The researcher acts as the main instrument; qualitative research techniques are based on postpositivist philosophy and evaluate objects in natural conditions, namely, real situations and not set or experimental conditions (Inayati & Nuraini, 2021).

Data collection techniques, namely interviews and document data, were used to obtain data. Next, data analysis using interactive models is used in data analysis techniques. The data analysis technique used is interactive analysis, including data condensation, presentation, conclusions, and verification (Miles et al., 2014). The research informants were patients and health staff at the CHC. The 6 (six) patients who became informants were Mrs. Kornelia, Mrs. Yuvita Prada, Mrs. Florenasiana, Mrs. Margaretha, Mrs. Uba Baka, Mrs. Somi Beren, and Mrs. Lusia Uba. Then, the health staff of the CHC who became informants were Mrs. Yasinta, Mrs. Theresia Tuto, and Mrs. Kase Batan. The three health staff in question are service staff at the Waiwerang CHC, East Adonara District, East Flores Regency, and East Nusa Tenggara.

Results and Discussion

Effectiveness of Postnatal Maternal and Child Nutritional Health

The quality of health services that fulfill patients' desires and expectations is a measure of the effectiveness of these services. Service providers must embrace public service values (Budo et al., 2020). The CHC is a technical implementation unit of the District/City Health Service tasked with carrying out health development in an area. The CHC functions as a hub for first-stratum health services, a hub for family and community empowerment, and a hub for driving health-oriented development (Rasdiana & Ramadani, 2021). A patient's propensity to return to a health facility that offers efficient service is influenced by the quality of their experience, as measured by the service they receive. One type of government initiative to provide community health services is establishing government institutions as units in each sub-district, known as CHC (Kasmiati et al., 2023).

A need that must be met to provide quality health services and satisfy the community as service users is that caring and dissatisfying health services must be based on customer needs, expectations, and values as the starting point for health services. This shows the critical role of the government in providing community

services to improve public health, especially in postnatal maternal and child nutrition (Kurniawan & Atmojo, 2020).

The goal that society desires for health services is to ensure the provision of health services that are fair, non-discriminatory, safe, equitable, and balanced in order to safeguard the rights of patients as recipients of health services. The three components of health services are program success, input and output, and achievement of overall goals (Situmorang et al., 2021). The Waiwerang CHC in East Nusa Tenggara is ordered adeq, is in practice. That is because the public services of the Waiwerang CHC have been assessed as good when seen from the elements of the program's success. The program's success can be seen from the procedures and mechanisms of an activity carried out in the field by the objectives set and the statements of the Public Health Center employees. The Waiwerang CHC staff consistently conducts health outreach to the community, mainly focusing on the nutritional welfare of mothers and children and the actual situation in the field.

This condition is believed to positively and negatively impact health services at the Waiwerang CHC, East Flores Regency, East Adonara District, East Nusa Tenggara. According to the statement from the Waiwerang CHC staff, they always ensure that every patient experiences positive changes after receiving treatment from this facility. Every patient feels relieved when they receive health services from the Waiwerang CHC and the services meet their expectations. At the Waiwerang CHC, East Adonara District, East Flores Regency, East Nusa Tenggara, the good and bad practices of nutritional health services for mothers and children are thought to be influenced by this situation. Because of how well the organization carries out its obligations, it can achieve public service goals at the Waiwerang CHC. In this case, a broad assessment generally evaluates an organization's effectiveness using as many single factors as possible.

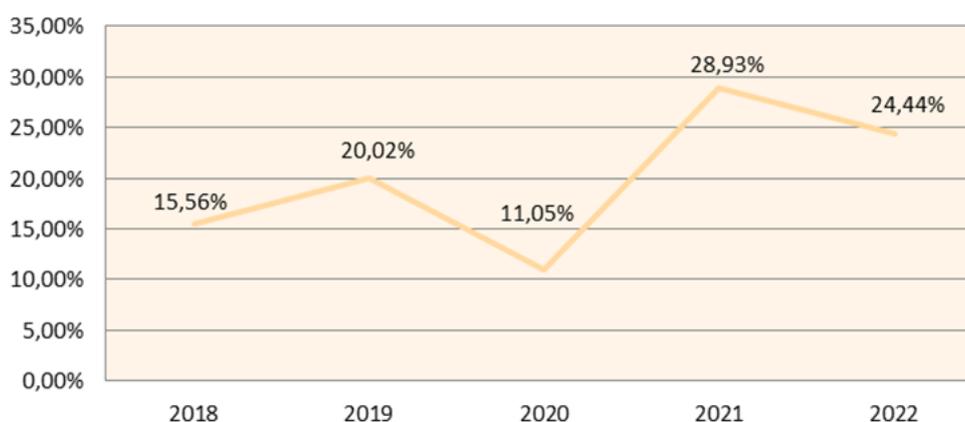
Patients are satisfied with the service they receive from the Waiwerang CHC, that the programs offered by the facility align with its vision and mission, and that the industry is doing well overall. There are several differences between the two components, namely target success and program satisfaction, which are seen as less effective due to various factors. That is because public services at the Waiwerang CHC are considered below standard when viewed in terms of target success, which is determined by how much the output of the organization's policies and procedures achieves the stated goals, as well as based on statements by CHC officials regarding the impact of the program. Even though the current programs have provided positive results, the Waiwerang CHC programs still have little impact and do not reach villages or socialize with them, thus failing to meet the community's health needs.

At the Waiwerang CHC, East Adonara District, East Flores Regency, East Nusa Tenggara, this condition is thought to positively or negatively influence the provision of health services. Because satisfaction is an effectiveness criterion that measures how well a program meets user needs, this is considered less than optimal in the Waiwerang CHC public service program. The higher the satisfaction felt, the higher the quality of service provided. According to the Waiwerang CHC, the

community and the CHC have experienced good service. However, many obstacles must be overcome to provide adequate facilities and facilitate service delivery. That is thought to have a positive and negative influence on the public health practices of the Waiwerang CHC. According to him, the public services provided by the Waiwerang CHC in East Adonara District, East Flores Regency, and East Nusa Tenggara are generally considered successful.

In order to help each family plan a safe and healthy pregnancy and prevent stunting, Postpartum Family Planning services are family planning services provided after giving birth for a maximum of 42 days or six weeks. This service is intended to regulate birth and pregnancy spacing and prevent unwanted pregnancies. Ovulation, or the fertile period, can occur as soon as 21 days after giving birth, so Postpartum Family Planning is essential. Because a mother's fertility may return after giving birth unexpectedly and even before the start of the menstrual cycle in breastfeeding women, postpartum family planning is essential (Sitorus & Siahaan, 2018). Since they began learning about postpartum health and care, postpartum health has improved significantly over the past three years. They are also aware of the benefits of family planning, and some of them participate after giving birth.

**Number of Postpartum Patients at the Waiwerang CHC
from 2018 - 2022**



Graph 1. Number of Postpartum Patients at the Waiwerang CHC from 2018 - 2022
(Source: processed by researchers in 2023)

Based on the data in Graph 1, the Waiwerang CHC, East Flores Regency, experienced an increase of 37.9% between 2019 and 2021. Since they started learning about postnatal health and care, postnatal health has improved significantly over the last three years. They are also aware of the benefits of family planning, and some have started using it after the postpartum period. Family planning programs can save lives and improve maternal health, especially by preventing unwanted pregnancies and offering advice on spacing pregnancies to reduce the chance of infant death. These programs play an essential role in determining the quality of a family.

Family planning benefits married couples, families, and society and helps teenagers make decisions that lead to a better life. The benefits of the Family Planning program are numerous. One of them is preventing ovarian and uterine cancer by using contraceptive tablets. Planning a safe, healthy, and desired pregnancy is a critical component in efforts to reduce maternal mortality. That shows that this initiative can have a positive impact on health and the economy (Wulandari et al., 2020)

Table 1. Postnatal Maternal and Child Nutritional Health Services

Indicator	Results
Productivity	Postnatal maternal and child nutritional health services are excellent, and doctors and nurses are experts in providing health services to the community.
Quality	Services at the Waiwerang CHC have supported the nutritional health of mothers and children after giving birth.
Efficiency	The health equipment at the Waiwerang CHC is guaranteed of good quality and suitable for use by people who come for treatment at the Waiwerang CHC.
Flexibility	Postnatal maternal and child, nutritional health services, are very flexible because it is easy for people to get services. Health workers, especially in the nutrition department, pay attention to postnatal maternal and child nutritional health at the Waiwerang Health Center, East Flores district.
Satisfaction	The community is satisfied with the suitability of the results of the implementation of postnatal maternal and child nutritional health services at the Waiwerang CHC.

(Source: processed by researchers in 2023)

Productivity

Productivity to evaluate organizational efficacy describes a service organization's capacity to produce or produce services. Production indicators/dimensions examine the achievement or realization of programs and service activities planned for each fiscal year. Table 1 shows the achievement of implementing and producing the quantity and quality of work (program/activity) previously planned/determined. Doctors and nurses in the maternal and infant nutrition department are leaders in providing superior services to the community. Doctors and nurses interact directly with the community to find the services needed, namely maternal and child nutritional health services. Two doctors and two nurses work in the Waiwerang CHC, East Flores Regency public service sector. The Waiwerang CHC has provided excellent service to the community. It was then

determined that postnatal maternal and child nutritional health services provided to the community were of high quality, and doctors and nurses were competent in carrying out their duties in providing health services to the community.

Quality

The quality of service mainly determines the level of satisfaction of service recipients. Service is considered satisfactory if it can provide products or services that comply with service standards. The quality and effectiveness of service will have a significant impact on increasing the satisfaction of service recipients (Harahap, 2023). A dynamic condition in which products, services, people, processes, and environments meet or exceed the expectations of service recipients. Based on research findings, the quality of the Waiwerang CHC can improve the nutritional health of mothers and children after giving birth. The nutritional health of mothers and babies is of particular concern to health officials. Nutritional health professionals are essential in maintaining and monitoring maternal and child nutrition after birth. That is because nutrition nurses have more time and direct contact with patients. Thus, the health services at this CHC are good if viewed from the quality aspect.

Efficiency

The definition of efficiency is the comparison between output and input or between results and the resources used to achieve these results. The proportion of output to input (cost, energy, and labor). In this research, the efficiency dimension refers to the appropriate use of Waiwerang CHC resources. The health equipment at the Waiwerang CHC is guaranteed high quality and suitable for use by patients seeking treatment at the Waiwerang CHC.

At the Waiwerang CHC, medical equipment and other resources are owned, operated, and utilized legally and by established health service program requirements. Health equipment proves that the CHC's quality is also reflected in the facilities owned by the CHC, so the quality of non-medical services is quite good. Waiwerang CHC Facilities and Infrastructure, such as complete medical equipment at the Waiwerang CHC, to support the smooth operations of the Waiwerang CHC. Other amenities in a CHC, such as seating, also determine the suitability of a CHC. Temporary conclusions from research on efficiency indicators show that the CHC has utilized resources well in providing health services.

Flexibility

Flexibility and adaptability measure a healthcare organization's capacity to adapt to internal and external changes while providing services (Febrianti et al., 2023). This research examines flexibility or adaptability from the perspective of the Waiwerang CHC's capacity to adapt to changing health service needs. This requirement relates to management's ability to recognize changes in the internal and external environment of the CHC organization.

Based on the research results, postnatal maternal and child nutritional health services are adaptive because the community has easy access to services. Health

workers, especially in nutrition, pay attention to postnatal maternal and child nutrition at the Waiwerang CHC. East Flores Regency. The nutritional needs of pregnant women and the postpartum period are the most important. The demand for community services at the Waiwerang CHC is increasing so that all patient needs, including hospital visitors, can be met. That is because, during the postpartum period, pregnant women need various nutritious nutrients to maintain their health and restore their vitality. Consume 500 calories daily, 3 liters of water daily, and iron-rich foods to achieve nutritional adequacy. Thus, the level of flexibility of health services for mothers after giving birth is excellent.

Satisfaction

When assessing the performance of an organization, "satisfaction" refers to how well the service organization meets the needs of the community it serves. Complaints, delays, absenteeism, and employee attitudes measure service performance in satisfying service recipients (Aulia & Trianasari, 2021). The measure of the level of satisfaction of service recipients with the services provided by service providers shows the capacity of the service provider organization to meet service standards.

Based on research findings, the community is satisfied with the results of implementing postnatal maternal and infant nutritional health services. That shows that the Waiwerang CHC has made every effort to provide adequate public health services to patients and utilize available resources, but this fact must be acknowledged. The construction stages of the Waiwerang CHC, East Flores Regency, have been carefully planned and implemented. The medical staff strives to provide competent and effective care. Even though public services have improved significantly regarding service quality, delivery time, completeness, and service accuracy, these efforts have yet to satisfy all parties.

Conclusion

The findings of this research refer to the postnatal maternal and child nutritional health services at the Waiwerang CHC being categorized as good. The research results show that the five service indicators are perfect for service productivity and flexibility. Meanwhile, service quality, efficiency, and satisfaction are considered good. The effectiveness of health programs can be seen from the procedures and mechanisms for activities carried out in the field by the stated objectives. That has been determined previously and is in line with always conducting outreach and education to the public regarding health issues, which CHC officers carry out. The services provided by medical personnel have a good impact on patients, especially in meeting their nutritional needs.

This research implies that the Waiwerang CHC, East Flores Regency, especially the head and staff of the CHC, can pay attention to the performance of the nutrition section nurses who work at the Waiwerang CHC in order to improve the quality of services according to standards. Especially for nutrition officers at the Waiwerang CHC, East Flores Regency, to be more active in seeking the latest

information regarding maternal and child nutritional health services to provide proper nutrition health services to the community.

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