

Analysis Of Posyandu Cadre Performance Towards Elderly Satisfaction At Posyandu Elderly Siulak Gedang Community Health Center, Siulak District, Kerinci Regency

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ABSTRACT

Based on the initial survey conducted by researchers, the Siulak Gedang Health Center has the most villages, namely 26 villages in Kerinci Regency. In each village there are 5 Posyandu cadres, so the number of cadres at the Siulak Gedang Community Health Center is 130 people. However, monthly Posyandu visits do not reach the target because one of the reasons is that the Posyandu cadres are less active.

This study aims to analyze the performance of Posyandu Cadres on Elderly Satisfaction at the Elderly Posyandu, Siulak Gedang Health Center, Siulak District, Kerinci Regency. This type of research is cross sectional. The sample in this study was the number of patient visits, namely 142 respondents. Data were analyzed using Chi-Square and Logistic Regression.

Based on the results of the multivariate logistic regression test on 2 variables related to elderly satisfaction, it was found that the most dominant variable was the service variable with a p-value of 0.000 and an odds ratio of 43,160, which means that poor performance of posyandu cadres has a risk of unsatisfied posyandu service satisfaction 43 times greater than with respondents who said the performance of posyandu cadres was good.

Keywords: *Elderly Satisfaction, Posyandu Cadre Performance*

INTRODUCTION

Elderly (elderly) is someone who has reached the age of 60 years and over. The elderly population is growing faster than the younger population (Ministry of Health of the Republic of Indonesia, 2020). According to the World Health Organization (WHO) in the Southeast Asia region, the elderly population is 8% or around 142 million people. In 2050, the elderly population is estimated to increase 3 times from this year.

The increase in the number of elderly people is also followed by Indonesia which has experienced a very drastic increase. According to data from the Directorate of Elderly Population (Dukcapil) of Indonesia, in 2020 there were 16.07 million people and in 2021, the Indonesian population aged 60 years (elderly) was 30.16 million people. East Java is the province with the largest total elderly population in the country, increasing by 5.98 million lives. In North Sumatra, 801,660 (5.28%) are included in the unproductive age group (65 years and over) and it is even estimated that there will be an increase in 2045 by 19.9%. (BPS, Projection of the Elderly Population of Indonesia, 2021).

Based on data from Jambi Province in 2021 figures, the number of elderly people in Jambi Province is 280,509 elderly people. According to data from Kerinci Regency in Figures 2021, the number of elderly people is 30,840 elderly people. According to data from Siulak Mukai District in 2021 figures, it can be seen that the number of elderly people is 1,381 elderly people.

As time goes by and the elderly age increases, it can increase the risk of the elderly experiencing problems in various aspects including physical, mental, spiritual, economic and social. One of the fundamental problems in the elderly is health problems due to degenerative processes and non-communicable diseases that often occur in the elderly, this is shown by data on elderly diseases. Based on the Basic Health Research/RISKESDAS in 2018, the most common diseases experienced by the elderly are no longer infectious diseases but non-communicable diseases that have a major impact on survival (Permenkes

RI, 2018).

According to data obtained from the Jambi Provincial Health Office (2019), the number of elderly people with hypertension in 2019 was 21,931. Meanwhile, in Kerinci Regency, hypertension is the highest disease in the elderly, where in 2018 there were 903 people and increased until September 2019 to 2,400 people (Kerinci Regency Health Office, 2019). From these data, the number of elderly people with hypertension was highest at the Sungai Tutung Health Center, namely 642 people with a total of 1,024 elderly people, while at the Kersik Tuo Health Center, elderly people with hypertension were 419 elderly people with a total of 1,278 elderly people (Kerinci Regency Health Office, 2019)

The incidence of hypertension in the elderly has increased over the past three years, according to data from the Siulak Gedang Health Center. In 2020, 879 elderly people were diagnosed with hypertension. The number of elderly people suffering from hypertension decreased to 791 in 2021. According to data from January to May 2022, the prevalence of hypertension in the elderly increased significantly in 2022, reaching 1,501 people (Siulak Gedang Health Center, 2022).

The increasing number of non-communicable diseases requires efforts to maintain the health of the elderly in order to achieve a healthy, happy, productive and useful old age. To realize healthy and quality elderly who can play an active role in development, the government is making efforts to empower the elderly through the elderly posyandu as a forum or place to check the health of the elderly. *As regulated in Law of the Republic of Indonesia No. 13 of 1998 concerning the welfare of the elderly in Chapter IV Article 7 states that the government is tasked with directing, guiding, and creating an atmosphere that supports the implementation of efforts to improve the welfare of the elderly and Chapter V Article 9 which states that the empowerment of the elderly is intended so that the elderly can continue to carry out their social functions and play an active role in a reasonable manner in living in society, nation and state.* In line with this, the Kerinci Regency Government regarding efforts to empower elderly health, the government issued a policy by revitalizing the integrated health post, namely in the form of a family integrated health post program where one of the programs in the family integrated health post is the elderly integrated health post (Kerinci Regency Regent Regulation, 2021). The elderly integrated health post is a place or service place prepared for the elderly to check their health.

Health services through integrated health posts, the elderly can easily check their health and the elderly can get education about healthy lifestyles and prevention of Non-Communicable Diseases (PTM) such as diabetes, asthma, heart disease, hypertension, stroke, chronic kidney failure, and joint disease that can be detected early through visits to integrated health posts (Risksedas, 2018). Through this, the elderly are expected to be able to utilize the integrated health post program properly so that health can be monitored and maintained optimally.

The implementation of posyandu by cadres plays an important role as a driver in carrying out activities in the elderly posyandu, because whether or not all activities in the elderly Posyandu Program run depends on the performance and quality of service provided by the cadres, this is the most important benchmark for the implementation of an elderly posyandu program. The role of cadres in the elderly posyandu is to provide services for physical, mental, emotional examinations, provide counseling, plan activities, provide information to the elderly and make visits to the elderly's homes. Through their activities, cadres are expected to be able to mobilize the elderly community to come to visit to check their health and provide optimal services so that the elderly feel satisfied with the services provided.

In addition, the activeness of cadres is also very important in the implementation of elderly posyandu activities, both activities before posyandu, during the implementation of posyandu activities, and after posyandu activities. Cadres must be able to play an active role in the implementation of posyandu activities so that the goals to be achieved from the elderly posyandu can be realized. The duties of cadres in the implementation of posyandu are registering the elderly, weighing the elderly, measuring their height, recording them in the Healthy Menu Card (KMS), assisting with laboratory examinations, conducting counseling

and making reports after the posyandu service is complete.

Based on the initial survey conducted by the researcher, the Siulak Gedang Health Center has the most villages, which is 26 villages in Kerinci Regency. However, there are 13 active villages. However, the number of Posyandu visits each month did not reach the target because one of the reasons was the lack of active Posyandu cadres.

Based on research by Suhadak Emi and Arita Murwani in 2020, in a study entitled "The Relationship between Cadre Performance and Satisfaction with Services for the Elderly at the Cinta Lansia Posyandu", it was stated that the performance of posyandu cadres had a positive and significant relationship between the performance of posyandu cadres and satisfaction with elderly services at the Cinta Lansia Posyandu.

Based on research by Kurniawati Dian Aulia and Agus Santoso in 2018 in a study entitled "Improving the Quality of Elderly Health Services Through Improving the Performance of Elderly Posyandu Cadres". States that efforts to improve cadre performance can be done by training trainers and cadre training as well as strengthening support for mentoring and coaching by professional staff and community leaders and refreshing cadres.

In addition, based on research by Pitoyo Joko, et al. in 2017 in a study entitled "Posyandu Cadre Performance and Elderly Satisfaction" stated that the performance of posyandu cadres has a positive relationship with elderly satisfaction, where the better the performance of posyandu cadres, the satisfaction of the elderly as users of health services from posyandu will also increase.

Seeing this problem, the researcher is interested in researching "Analysis of the Performance of Posyandu Cadres on Elderly Satisfaction at the Elderly Posyandu, Siulak Gedang Health Center, Siulak District, Kerinci Regency".

LITERATURE REVIEW

Definition of Performance

Willson Bangun (2018) said that performance is a combination of ability, effort and opportunity that can be assessed from the results of his work. This definition means that performance is a combination of a person's ability, effort and opportunity that can be seen or known from the results of his work. This effort is a person's behavior to achieve goals. A person who has good behavior will definitely continue to try with all the abilities they have to carry out tasks and responsibilities in accordance with the regulations that have been set.

Factors Affecting Performance

According to Bangun (2018), the steps to measure employee performance are as follows:

- 1) Number of Jobs, this dimension shows the number of jobs produced by individuals or groups as a requirement that becomes the job standard.
- 2) Quality of Work, every job in a company must meet certain requirements to be able to produce work according to the quality required for a particular job.
- 3) Timeliness, each job has different characteristics, for certain types of jobs it must be completed on time, because it is dependent on other jobs.
- 4) Attendance, a certain type of work requires employees to be present to work according to the specified time.
- 5) Teamwork Ability, not all jobs can be completed by one employee alone. For certain types of jobs, it may have to be completed by two or more people, so that cooperation between employees is very much needed.

Definition of Cadre

Posyandu cadres are volunteers recruited from, by and for the community, whose job is to help smooth routine health services at each posyandu. Posyandu cadres, hereinafter referred

to as cadres, are members of the community who are willing, able and have the time to organize posyandu activities voluntarily (Kerinci Regulation No. 30 of 2021)

Definition of Elderly Posyandu

Elderly are people who have reached the age of 60 years and above, both men and women. The elderly are divided into two, namely potential elderly and non-potential elderly. Potential Elderly are elderly who are still able to do work and/or activities that can produce goods or services. While Non-Potential Elderly are those who are unable to earn a living so that their lives depend on the help of others.

Benefits and Objectives of Elderly Posyandu

The benefits of the elderly posyandu according to the Indonesian Ministry of Health (2018) are that the physical health of the elderly can be maintained and remain fit, recreational health is maintained, and can channel interests and talents to fill free time. The general objective of the elderly posyandu is to improve the welfare of the elderly through independent elderly posyandu activities in society. Specific objectives include: increasing the ease for the elderly in obtaining basic health services and referrals, increasing the scope and quality of elderly health services, especially aspects of improvement and prevention without ignoring the elderly, treatment and recovery aspects, the development of elderly posyandus that actively carry out activities with good quality on an ongoing basis.

Targets of Elderly Posyandu

According to the Guidelines for Health Development for the Elderly for Health Workers, Program Policy, the targets for implementing development for the elderly group are divided into two, namely:

- 1) Direct targets include: Pre-elderly (aged 45 – 59 years), Elderly (aged 60 -69 years), High-risk elderly (aged > 70 years)
- 2) Indirect targets include: Families of the elderly, Communities surrounding the elderly, Social organizations engaged in health development for the elderly, Health workers who provide health services for the elderly, Other workers who handle groups of the elderly and the wider community.

METHODS

This study aims to determine the Analysis of the Performance of Posyandu Cadres on the Satisfaction of the Elderly at the Elderly Posyandu , Siulak Gedang Health Center, Siulak District, Kerinci Regency. This study uses a quantitative method with a cross-sectional approach . The population in this study were the elderly as users of the elderly posyandu at the Siulak Gedang Health Center, Siulak District, Kerinci Regency, as many as 142 people who were taken using *proportional random sampling* . The analysis used was univariate analysis, and bivariate analysis using *chi-square*

RESULTS

Respondent Characteristics

Table 1. Characteristics of Respondents at the Siulak Gedang Health Center, Siulak District, Kerinci Regency

No	Information	Number (n)	Percentage (%)
I.	Gender		

1.	Man	70	49.3
2.	Woman	72	50.7
II Age			
1.	Pre-elderly (45-59 years)	40	28.2
2.	Elderly (60-74 years)	66	46.5
3.	Older adults (75-90 years)	36	25.4
III Education			
1.	No school/didn't graduate	28	19.7
2.	SD	41	28.9
3.	JUNIOR HIGH SCHOOL	33	23.2
4.	SENIOR HIGH SCHOOL	27	19.0
5.	College	13	9.2
IV Work			
1.	Doesn't work	82	57.7
2.	Work	60	42.3
Amount		250	100

Univariate Analysis**Table 2. Frequency Distribution of Univariate Analysis**

No	Variables	Amount	Percentage
I. Elderly Satisfaction			
1.	Satisfied	98	69.0
2.	Not satisfied	44	32.0
II Cadre Performance (Attitude)			
1.	Good	86	60.6
2.	Not good	56	39.4
III Cadre Performance (Service)			
1.	Good	88	62.0
2.	Not good	54	38.0
Amount		142	100.0

Bivariate Analysis**Table 3. Bivariate Analysis**

No	Variables	Elderly Satisfaction						<i>pv alu</i>
		Satisfied		Not satisfied		N	%	
		N	%	N	%			
I	Attitude							
1	Good	81	94.2	5	5.8	86	100	0,000
2	Not good	17	30.4	39	69.6	56	100	
II	Service							
1.	Good	83	94.3	5	5.7	88	100	0,000
2.	No risk	15	27.8	39	72.2	54	100	
	Amount	98	69.0	44	31.0	142	100	

Multivariate Analysis**Table 4. Analysis of the Relationship between Independent Variables and Dependent Variables Based on Test Regression Multivariate Logistics (Method Enter)**

Independent Variable	Sig (P-value)
Attitude	0.808
Service	0.003

DISCUSSION**The Relationship between the Performance of Posyandu Cadres (Attitude) and the Satisfaction of the Elderly at the Elderly Posyandu, Siulak Gedang Health Center, Siulak District, Kerinci Regency**

Based on the results of the study, it is known that out of 86 respondents who stated that the performance of the integrated health post cadres based on their attitudes was included in the good category, 81 respondents (94.2%) stated that they were satisfied with the performance of the integrated health post cadres. The results of the statistical test showed a $p\text{-value} = 0.000$ ($p < 0.05$) in other words, there is a significant influence between the performance of integrated health post cadres (attitude) on the satisfaction of the elderly at the Integrated Health Post of the Siulak Gedang Health Center, Siulak District, Kerinci Regency.

Attitude is a person's closed response to a particular stimulus or object that involves the person's opinion and emotional factors (happy-unhappy, agree-disagree, good-bad, etc.) (Notoatmodjo, 2018). Attitude is a reaction and action towards an activity and an individual which is a joint result between different elements, both external and internal factors (Mahendra, Jaya, & Lumban, 2019). Based on the statistical test between attitude factors and cadre activity in the Kapau Area, Agam Regency, it was found that $p\text{ value} = 0.000$ ($p\text{ value} < \alpha$) so it was concluded that there was a relationship between attitude factors and cadre activity in the Kapau Health Center Work Area, Agam Regency.

This research is supported by research by Wahid Tri Wahyudi et.al, 2022 with research results found the relationship between attitudes and cadre activity (Wahyudi, 2022). This study is also strengthened by research conducted by Agnes Indrilia, et, al. 2021 which states that there is a relationship between attitudes and cadre activity (Indrilia et al., 2021).

Positive cadres are more active in carrying out his job compared to negative cadres. Positive attitudes are caused by cadres understanding the importance of implementing and their role in participating in posyandu activities to support growth. flower toddlers. Positive attitudes that can be demonstrated in posyandu activities include providing information in posyandu activities, carrying out all existing tasks, being able to interact with all posyandu visitors, and serving posyandu visitors well. While Cadres may not understand their role as posyandu cadres, which can lead to their negative attitudes. Negative attitudes of cadres can also indicate a lack of responsibility in carrying out their duties as posyandu cadres, therefore providing education to cadres is very much needed (Ridwan, 2023).

The Relationship between the Performance of Posyandu Cadres (Services) and the Satisfaction of the Elderly at the Elderly Posyandu, Siulak Gedang Health Center, Siulak District, Kerinci Regency

Based on the results of the study, it is known that out of 88 respondents who stated that the performance of the integrated health post cadres based on services was included in the good category, 83 respondents (94.3%) stated that they were satisfied with the performance of the integrated health post cadres. The results of the statistical test showed a $p\text{-value} = 0.000$ ($p < 0.05$) in other words, there is a significant influence between the performance of integrated health post cadres (services) on the satisfaction of the elderly at the Integrated Health Post of the Siulak Gedang Health Center, Siulak District, Kerinci Regency.

Cadres are volunteers recruited from, by and for the community who are tasked with helping to ensure smooth health services. The existence of cadres is often associated with routine services at integrated health posts, so a cadre at integrated health posts must be willing to work voluntarily and sincerely, willing and able to carry out integrated health posts

activities, and be able to mobilize the community to carry out and participating in integrated health post activities (Ismawati, 2018).

In the elderly posyandu, cadres are the most important drivers in carrying out the objectives of the elderly posyandu. In this case, the elderly posyandu cadres are also required to provide optimal services so that the performance issued is good and the elderly can also feel comfort and satisfaction in the elderly posyandu program services. The performance of cadres also greatly influences the elderly posyandu, namely in mobilizing the community, it greatly affects the quality of the posyandu services. (Faridah, 2018).

Patient satisfaction is the goal of health care. The benefits of the best service for customers are satisfied customers and positive interactions. Satisfaction is important to know to determine the quality and standard of health care. Satisfaction or dissatisfaction is a customer response to the evaluation of perceived discrepancies (*disconfirmation*) between initial expectations and actual perceived performance (Tjiptono, 2015).

Service is an activity or sequence of activities and a sequence of activities that occur in direct interaction between a person and another person physically and provide customer satisfaction. *responsiveness, reliability, assurance, empathy, tangible* are aspects of the related satisfaction dimensions that are the benchmarks in assessing a person's satisfaction. This is in accordance with Muhajiddah's research (2019), who said that there was a meaningful relationship between the elderly posyandu service programs and the satisfaction of the elderly at the Pangi Health Center, Parigi District.

Research on the performance of elderly cadres and elderly satisfaction has also been conducted by Dewi (2019) at the Integrated Health Post in the Talang Pangeran Health Center Working Area in June 2019. The research design used a Cross Sectional approach. The sample size was obtained using a multi-stage sampling technique, namely 65 respondents. *Chi-Square* test is used to determine the relationship between cadre performance and elderly satisfaction. The results of the statistical test found a significant relationship between cadre performance and elderly satisfaction with P Value = 0.000.

Multivariate Analysis

Based on the results of the study, it is known that the most dominant variable influencing elderly satisfaction is service with a p-value of 0.000. Based on the results of the *odds ratio* analysis , it shows that respondents who said that the performance of the integrated health post cadres was poor had a risk of less than satisfactory integrated health post service satisfaction 43 times greater than respondents who said that the performance of the integrated health post cadres was good .

Satisfaction is a customer response to the suitability of the level of interest or expectations before they receive the service and after the service they receive. The satisfaction felt will vary for each individual depending on what aspects are assessed to produce satisfaction (Tjiptono, 2015).

Assessing the quality of a health service aspect can be seen from the process and output felt by service users (Muninjaya, 2015), in this case, the elderly who can assess and feel whether the service provided by the integrated health post is in accordance with expectations or not. Assessing user satisfaction in some studies reviews the theoretical aspects of the five components of service quality which are also called Service Quality.

The five aspects include Responsiveness, Reliability, Assurance, Empathy and Tangible (Tjiptono, 2015). These aspects are often used as indicators of satisfaction in all types of services including health services.

Researchers in this study also used the service quality aspect in assessing elderly satisfaction with the performance of cadres, Pasuraman et al.'s theory, states that the five indicators are indicators that are very influential in assessing the quality of service and satisfaction of health service users. The results of this study only show that the empathy, tangible and reliability indicators greatly influence the satisfaction of the elderly, indicating that these components do not absolutely influence satisfaction in various services. This Service Quality theory emphasizes more broadly on customer satisfaction with the quality of service

provided so that if the study limits the aspect of satisfaction with performance, only a few aspects greatly influence the satisfaction of the service users.

CONCLUSION

1. Based on the results of the study on 142 respondents, it was found that 98 respondents (69%) were satisfied with the performance of the posyandu cadres. 86 respondents (60.6%) felt that the performance of the posyandu cadres in the form of good attitudes. 88 respondents (62%) felt that the performance of the posyandu cadres in the form of good service.
2. The results of the statistical test showed a p-value = 0.000 ($p < 0.05$) in other words there is a significant influence between the performance of the integrated health post cadres (attitude) on the satisfaction of the elderly at the Integrated Health Post for the Elderly, Siulak Gedang Health Center, Siulak District, Kerinci Regency.
3. The results of the statistical test showed a p-value = 0.000 ($p < 0.05$) in other words, there is a significant influence between the performance of the integrated health post cadres (services) on the satisfaction of the elderly at the Integrated Health Post for the Elderly, Siulak Gedang Health Center, Siulak District, Kerinci Regency.
4. Based on the results of the multivariate logistic regression test on 2 variables related to elderly satisfaction, the most dominant variable was the service variable with a p-value of 0.000 and an odd ratio of 43.160, which means that the performance of Posyandu cadres is less than good and has a risk of less than satisfactory Posyandu service satisfaction 43 times greater than respondents who said that the performance of Posyandu cadres was good.

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The performance of the cadres in the implementation of the integrated health post has been quite good, during the implementation the cadres have carried out their duties and responsibilities well and the elderly have also given good and comfortable responses to the cadres. The researcher's suggestion is to continue to maintain the performance that has been done, and it can be further improved. Increase your study of things related to handling the elderly and other health sciences.

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