

FACTORS AFFECTING THE COVERAGE OF HB0 IMMUNIZATION IN PRIMARY HEALTH CENTRE (PHC)

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FACTORS AFFECTING THE COVERAGE OF HB0 IMMUNIZATION IN PRIMARY HEALTH CENTRE (PHC)

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ABSTRAK FAKTOR-FAKTOR YANG MEMPENGARUHI CAKUPAN IMUNISASI HB0

Latar Belakang Menurut Organisasi Kesehatan Dunia (WHO), hepatitis B adalah masalah kesehatan global, mempengaruhi 257 juta orang di seluruh dunia. Berdasarkan Riskesdas tahun 2018 angka kematian sebesar 887.000 orang meninggal yang penyebabnya adalah hepatitis B. Berdasarkan hasil Survei Kesehatan Dasar (Riskesdas) 2018 proporsi imunisasi HB0 di Indonesia sebesar 83,1% (Riskesdas, 2018). Berdasarkan hasil cakupan imunisasi HB0 Indonesia yang dilansir Riskesdas tahun 2018, pencapaian target cakupan imunisasi HB0 masih di bawah target UCI kecamatan yang ditetapkan Kementerian Kesehatan RI. Sedikitnya 94,4% jumlah bayi di desa (0-7 hari) yang diimunisasi HB0 (Kemenkes RI, 2015).

Tujuan dari penelitian yaitu untuk mengetahui pengaruh cakupan imunitas HB0 di Puskesmas Kota Medan.

Metode kuantitatif analitik pendekatan desain penelitian *cross sectional study*. Seluruh populasi adalah seluruh tenaga kesehatan di Puskesmas Kota Medan yang memberikan pelayanan imun dengan teknik pengambilan sampel menggunakan random sampling yang diminati dengan jumlah 55 responden. Data dalam penelitian adalah primer dan sekunder. Analisis data menggunakan pendekatan bivariat dan multivariat.

Hasil penelitian ini menunjukkan bahwa cakupan imunisasi HB0 $p = 0,030$ berpengaruh terhadap motivasi, cakupan imunisasi HB0 $p = 0,001$ memiliki pengaruh pemantauan, dan cakupan imunisasi HB0 p berpengaruh terhadap lama masa pelayanan. = 0,041. Nilai prediksi dari probabilitas atau persamaan adalah 0,884 ($> 0,05$).

Kesimpulan Ada pengaruh motivasi, supervisi, lama bekerja, terhadap cakupan imunisasi HB0 di Puskesmas Kota Medan tahun 2020.

Saran Untuk pengawan dan masa kerja mempengaruhi cakupan imunisasi HB0 dengan nilai 88,4%. Pimpinan didorong untuk meningkatkan dan meningkatkan kualitas pengawasan dan menambah insentif, terutama untuk meningkatkan kinerja juru bahasa dan kemudian mempengaruhi perluasan jangkauan kekebalan.

Kata Kunci : Imunisasi HB0, Juru Imunisasi, Lama Bekerja, Motivasi, Supervisi

ABSTRACT

Background: according to the World Health Organization (WHO) Hepatitis B is a world health problem that affects 257 million people worldwide. Based on Riskesdas in 2018, the death rate showed that 887,000 people died because of hepatitis B. Based on the results of the 2018 Riset Kesehatan Dasar (Riskesdas), the percentage who had received HB0 immunization in Indonesia was 83.1% (Riskesdas, 2018). Based on the results of the HB0 immunization coverage in Indonesia reported by Riskesdas 2018 above, it can be seen that the achievement of the HB0 immunization coverage target is still below the UCI sub-district target set by the Indonesian Ministry of Health, which is at least 94.4% of the total number of babies (0-7 days). villages have received HB0 immunization (Kemenkes RI, 2015).

Purpose: know the factors that influence the coverage of HB0 immunization in Health Centers in Medan.

Methods: a quantitative analytic survey using a cross sectional study design was used. The population were all health workers who provide immunization services at the Health Centers in Medan with the sampling technique using purposive random sampling with a total of 55 respondents. The data used included primary data and secondary data. Data analysis used bivariate and multivariate approaches.

Results of this study indicated that there was an effect of motivation on HB0 immunization coverage with $p = 0.030$, meaning that there was an effect of supervision on HB0 immunization coverage with $p = 0.001$, and

there was an effect of length of service on HB0 immunization coverage with $p = 0.041$. Supervision was the most dominant variable affecting HB0 immunization coverage with an Exp (B) 10,000 value (95% CI: 2,580-38,756).

Conclusion: there was an influence of motivation, supervision, length of work, on the coverage of HB0 immunization at the Medan City Health Center in 2020.

Suggestion It is recommended that the leadership improve and improve the quality of supervision, and add incentives, so that health workers can improve their performance, especially immunization officers, so that later it will have an impact on increasing immunization coverage.

Keywords: HB0 Immunization, Immunizers, Motivation, Length of Working, Supervision

INTRODUCTION

Hepatitis B disease is caused by hepatitis B virus (HBV) causing acute or chronic liver inflammation. Chronic liver inflammation can be developed into hardening of the liver called cirrhosis. Then, cirrhosis if not treated immediately can be developed into liver cancer called hepatocellular carcinoma.

According to the World Health Organization (WHO), Hepatitis B is a world health problem infecting approximately 257 million people worldwide. In 2015, it was estimated that 887,000 people died from complications of hepatitis B (Proverawati 2018).

According to WHO, hepatitis is a disease that almost the whole world has experienced. It is estimated that approximately 257 million people worldwide suffer from hepatitis. There are 887,000 people who died because of being infected by hepatitis and it is almost the same as the death rate due to HIV and tuberculosis (TB) (Adzaniyah, 2013). The severity of hepatitis B is influenced by several factors, namely host factors, viral factors, and environmental factor. Hepatitis prevalence in Indonesia in 2017 was 1.2%, doubled compared to Riskesdas in 2013 which was 0.6%. East Nusa Tenggara is the province with the highest hepatitis prevalence in 2013 which is 4.3% (Kemenkes RI, 2017).

The Ministry of Health of the Republic of Indonesia establishes immunization as a real government effort to achieve the Sustainable Development Goals (SDGS), and is committed to the quality of immunization services and the hepatitis virus elimination target including hepatitis B virus. this is also contained in the Regulation of the Minister of Health number 12 Year 2017 concerning child health efforts to control infectious diseases, prevention of viral hepatitis and the provision of international vaccination certificate (Kemenkes RI, 2015).

Every human being wants to be healthy either for himself or his family. In improving one's health, it is necessary to have immunity. To get the

immune system, the Indonesian government has provided an immunization program (Hamidin 2014). Immunization is an effort to actively increase a person's immunity against a disease, so that the body will not get sick or only experience mild illness. The types of immunizations consist of: Bacillus Calmette Guerin (BCG), Diphtheria Pertussis Tetanus–Hepatitis B Hemophilus Influenza type B (DPT–HB–Hib), Hepatitis B, Polio, and Measles or Measles Rubella (MR). Several diseases can be prevented by immunization (Kemenkes RI, 2017).

The implementation of immunization is to support the national health system. Immunization programs are very effective and efficient given in many countries. A country will definitely be better if its citizens are healthier, so the budget for health treatment can be used to other programs such as programs to improve the citizens' health, the quality of health, and the welfare of children in the future (Mulyani and Rinawati, 2013).

The influencing factors of the achievements of HB0 immunization coverage includes leadership, personal aspects including motivation, skill, discipline, system factors, situational factors or work environment and tenure (Proverawati 2018). A good work environment will encourage employees to be happy working and satisfied with their work, thereby increasing the sense of responsibility for doing a better job towards improving performance so that immunization coverage increases in each region (Wahid et al., 2018).

Immunization aims to increase a person's immunity to infectious disease. Infectious diseases probably are not a major problem for developed country. However, for developing countries, infectious diseases are still a major problem. Indonesia is currently in a transition period in which infectious diseases are still a major problem and a high cause of death, while at the same time non-infectious diseases are increasingly showing an increase and are starting to become difficult problems to solve. (Proverawati 2018).

The immunization program aims to reduce the number outbreaks on infectious diseases

(Triana, 2017). The immunization program is a public health service that emphasis on efforts in promotive and preventive actions, and immunization is a very important effort in preventing disease and is a public good because its benefits can be felt by many people (Berhubungan et al., 2016). Before immunization were widely used in the world, many children were infected with diseases such as hepatitis B. Hepatitis B disease is caused by the Hepatitis B Virus (HBV) which attacks the liver and causes acute liver inflammation which is also known as chronic liver disease (Permatasari, et al, 2019).

Achievement of immunization is also an aspect that affect the CHDI (Community Health Development Index) which describes the progress of health development and determines the ranking of Provinces and Districts/Cities in terms of the success of public health development, which one of the indicators is the achievement of complete immunization. The immunization development program has a complete basic immunization coverage target that must be achieved, the village target based on the 2018 UCI (Kemenkes RI, 2017).

Based on the results of the Riskesdasimunitisasi HB, in Indonesia, it is around 83.1% and this is still low considering the target. Meanwhile the UCI target is 94.4% for HB0 coverage (Kemenkes RI, 2018).

The coverage of HB0 immunization in North Sumatra Province covers 32 districts/cities, and HB0 immunization in North Sumatra in 2017 was 76.4% and in 2018 it increased to 85.6%. In 2019 the HB0 vaccination was 85.4%, while for the city of Medan it was still viewed as low performance of 94.1% in 2017. Then, the trend decreased to 82.6% in 2018 and in 2019 the trend of HB0 vaccination decreased by 36.9% (Pemprosu, 2016).

Health Office of Medan City has 41 health centers spread across the city of Medan, and have been accredited. In addition, Medan city have relatively complete information and media regarding health development including data on health status, health efforts, health resources, general data and environmental data related to health in the Medan City area (Pemprosu, 2016). In 2019 Medan City received the Child Friendly City (CFC) Award for the Primary Category from the Government (Dinas P3A Kota Medan, 2019).

A study conducted by Hendra (2018) proves that there is a direct and indirect influence between motivation, work climate and leadership with the work productivity of midwifery employees at Tugu Ibu Hospital, Depok. An increase or decrease in immunization achievement can occur in health workers in both government and private institutions.

Health center as one of the government-owned institutions can also experience an increase or decrease in the achievement of immunization targets (Bilady n.d.). The large number of immunization programs makes immunizers have high motivation to work (Susanti et al., 2018). Good immunizers will do their work well either in terms of quality and quantity (Susanti, et al, 2018). Ideally, employee performance can be said to be good if it is good either in terms of quantity including the amount of work completed according to the target or quality including good quality of completion of work and the achievement which is in accordance with the planned target (Proverawati 2018).

A study conducted by Rahmawati (2016) showed that improving the performance of the health center could be through the supervisory role of the health center leadership as planners, directors, coaches, and appraisers. Then, a study conducted by Akbar (2016) showed that there was an effect of supervision with increasing performance of immunizer and immunization services (Rahmawati, 2016). A study conducted by Meutia et al. (2018) showed that age, length of work, attitude, and motivation had an effect on the performance of midwives in the administration of HB0 immunization.

The results of the preliminary survey and interviews at the Health Centers in Medan City in February 2020 showed that there were health center working areas which were still lacking in the HB0 immunization target. Based on the results of interviews with 5 immunizers, 3 immunizers with <5 years of service said that their motivation was still low because they had double jobs and there was no additional honorarium for doing work at the health center so that their motivation is less for doing work in integrated health posts. Meanwhile, 2 immunizers with >5 years of service said that they had high motivation because they specialized in working at integrated health posts every month. Based on the explanations above, the researchers are interested in studying the factors that influence the coverage of HB0 immunization at the Health Centers in Medan City in 2020.

1 RESEARCH METHODOLOGY

The research design of this study was descriptive correlation with a cross-sectional research design. This study was aimed to find out the effect of motivation and supervision on the coverage of HB0 immunization at the Medan City Health Center in 2020. This study was carried out in December 2019 to October 2020. The population in this study were all immunizers in Medan City Health Center. Purposive random sampling was used to

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determine sample in this study. The sample in this study was 55 health workers from 3 that have high, medium, and low HB0 immunization coverage. This study used primary and secondary data. Data analysis used univariate, bivariate and multivariate.

RESEARCH RESULTS

Characteristics indicate that the respondents in this study were 50.9% aged 34 years or more and 49.1% were aged less than 34 years. Based on the

gender of the respondents in this study 96.4% of them are female, while only 3.6% are male.

Based on years of service, there are 69.1% of respondents who have worked for 9 years or more and 30.9% of respondents who have worked under 9 years. Then, regarding the level of education, respondents who have an undergraduate education/equivalent are 50.9% and 49.1% have associate's degree.

Table 1
Age Group of Immunizers with HB0 Immunization Coverage in the Health Centers in the Medan City in 2020

Age Group	HB0 Immunization Coverage				Total		P value
	Achieved		Not Achieved		N	%	
	N	%	N	%			
> 33 years	14	50,0	14	50,0	28	100	0,001
≤ 33 years	2	7,4	25	92,6	27	100	
Total	16	29,1	39	70,9	55	100	

Based on table 1, it can be known that of the 27 immunizers who are included in the age group of 33 years or under, only 7.4% of HB0 immunization coverage was achieved and most of 92.6% were not achieved. Then, regarding the coverage of HB0 immunization in the age group in over 33 years, as many as 28 immunization officers, the proportion of HB0 immunization coverage was

the same between those who were achieved the target and those who were not achieved the target, as much as 50%.

P-value obtained was 0.001 (p<0.05), meaning that is a relationship between the age of the immunizer and the coverage of HB0 immunization in the Health Centers in Medan City.

Table 2
Years of Service of Immunizers with HB0 Immunization Coverage in Health Centers in Medan City in 2020

Years of Service	HB0 Immunization Coverage				Total		P value
	Achieved		Not Achieved		N	%	
	N	%	N	%			
≥ 9 years	15	39,5	23	60,5	38	100	0,012
< 9 years	1	5,9	16	94,1	17	100	
Total	16	29,1	39	70,9	55	100	

Table 2 shows that of 38 immunizers with 9 years of service or more, only 39.5% of HB0 immunization coverage was achieved and 60.5% were not achieved. Then, of the 17 immunizers with less than 9 years of service, only 5.9% were

achieved and as many as 94.1% were not achieved. P-value obtained was 0.012 (p <0.05), meaning that there is a relationship between the years of service of the immunizers and the HB0 immunization coverage in the Health Centers in Medan City

Table 3
Gender of Immunizers with HB0 Immunization Coverage in the Health Centers in Medan City in 2020

Gender	HB0 Immunization Coverage				Total		P value
	Achieved		Not Achieved		N	%	
	N	%	N	%			
Male	1	50,0	1	50,0	2	100	0,501
Female	15	28,3	38	71,7	53	100	
Total	16	29,1	39	70,9	55	100	

Table 3 shows that of 2 immunizers, 50% of the HB0 immunization coverage was achieved and 50% was not achieved. Then, of the 53 immunizers, 28.3% were female, whose HB0 immunization coverage was achieved and 71.7% were not achieved.

The p-value obtained was 0,501 ($p < 0,05$), meaning that there is no relationship between the gender of the immunizers and the HB0 immunization coverage in the Health Centers in the Medan City.

Table 4
The Level Education of Immunizers with HB0 Immunization Coverage in the Health Centers in Medan City in 2020

Level Education	HB0 Immunization Coverage				Total		P value
	Achieved		Not Achieved		N	%	
	N	%	N	%			
Bachelor Degree/Equivalent	14	50,0	14	50,0	28	100	0,001
Associate's Degree	2	7,4	25	92,6	27	100	
Total	16	29,1	39	70,9	55	100	

Table 4 shows that of the 28 immunizers with education level of Bachelor Degree/equivalent, 50% HB0 immunization coverage were achieved and 50% were not achieved. Then, of the 27 immunizers with education level of Associates' Degree, only 7.4% HB0 immunization coverage were achieved

and most of the 92.6% were not achieved.

The p-value obtained was 0,001 ($p < 0,05$), meaning there is a relationship between education level of the immunizers and the HB0 immunization coverage in the Health Centers in the Medan City.

Table 5
Motivational Factors Immunizers with HB0 Immunization Coverage in the Health Centers in Medan City in 2020

Motivation	HB0 Immunization Coverage				Total		P value
	Achieved		Not Achieved		N	%	
	N	%	N	%			
High	12	21,8	15	27,3	27	100	0,030
Low	4	7,8	24	43,6	28	100	
Total	16	29,1	39	70,9	55	100	

Table 5 shows that of 27 immunizers, 44.4% were having high motivation and 55.6% were having low motivation. Then, out of 28 immunizers with low motivation, only 14.3% of HB0 immunization coverage were achieved and most of the 85.7% immunizations were not achieved.

Then, p-value obtained was 0.030 ($p < 0,05$), meaning that there is a relationship between the motivation of the immunizers and the HB0 immunization coverage in the Health Centers in the Medan City.

Table 6
Supervision of Immunizers with HB0 Immunization Coverage in the Health Centers in Medan City in 2020

Supervision	HB0 Immunization Coverage				Total		P value
	Achieved		Not Achieved		N	%	
	N	%	N	%			
Good	12	57,1	9	42,9	21	100	0,001
Bad	4	11,8	30	88,2	34	100	
Total	16	29,1	39	70,9	55	100	

Table 6 shows that of the 21 supervisions of immunization health workers were in the good

category, in which 57.1% were achieved and 42.9% were not achieved. In addition, 34 immunizers with

poor supervision, only 11.8% of HB0 immunization coverage were achieved and most of 88.2% were not achieved.

Then, p-value obtained was 0.001 <0.05, meaning

that there is a relationship between the supervision of immunization officers and the coverage of HB0 immunization.

Table 7
Length of Service as Immunizers with HB0 Immunization Coverage in the Health Centers in Medan City in 2020

Length of Service as Immunizers	HB0 Immunization Coverage				Total		P value
	Achieved		Not Achieved		N	%	
	N	%	N	%			
≥ 7 years	14	40,0	21	60,0	35	100	0,041
< 7 years	2	10,0	18	90,0	20	100	
Total	16	29,1	39	70,9	55	100	

Table 7 shows that out of 35 respondents who have worked as an immunizer for 7 years or more, 40.0% achieved the HB0 immunization coverage and 60.0% did not. Then, out of 20 respondents with less than 7 years of work experience, only 10.0% had HB0 immunization

coverage, while 90.0% did not. Chi-square statistical analysis resulted in p-value of 0.041 ($p < 0.05$), indicating that there is a relationship between length of service of an immunizer and the coverage of HB0 immunization in the Health Centers in the Medan City.

Table 8
Results of Multiple Logistic Regression Analysis on Motivation, Supervision and Length of Work Variables as a Model Candidate

Stages	Variables	B	Sig	Exp (B)
Stage 1a	Motivation	1.089	0.157	0.336
	Supervision	2.062	0.007	0.127
	Length of Service	1.710	0.058	0.181
Stage 2a	Supervision	2.362	0.001	0.094
	Length of Service	1.882	0.038	0.152
	Constant	3.414	0.000	30.377

Table 8 shows that at the stage 1, the independent variable whose significance value is > 0.05 is the motivation variable with a significance value of 0.157 and the variable length of service with a significance value of 0.058. Then, the independent variable with a significance value <0.05 is supervision, which is 0.007. All variables tested in the first stage of regression binary multiples (logistic regression) was an independent variable which was significant at $p < 0.05$ in bivariate analysis. The results of the analysis of variables with binary regression test (logistic regression) showed that the effect of HB0 immunization coverage in the Health Centers in Medan City by using binary-logistic statistical tests was found that the independent variable with a significance value <0.05 was obtained with a p value of 0.001 so that the years of service had an influence on the coverage of HB0 immunization, then inserted into the equation value. Because the Probability or Predicted value was 88.4%, the

supervision variables and years of service most dominantly affected the coverage of HB0 immunization in the Health Centers in Medan City in 2020.

DISCUSSION

The Effect of Immunizers' Motivation on HB0 Immunization Coverage in the Health Centers in Medan City in 2020.

Based on the results of this study, of 27 immunizers, 44.4% were having high motivation and 55.6% were having low motivation. Then, out of 28 immunizers with low motivation, only 14.3% of HB0 immunization coverage were achieved and most of the 85.7% immunizations were not achieved. Then, p-value obtained was 0.030 ($p < 0.05$), meaning that there was a relationship between the motivation of the immunizers and the HB0 immunization coverage in the Health Centers in the Medan City.

Motivation is an urge to do something.

Motivation is a condition that encourages employees who are directed to achieve organizational goals. Health workers who have a positive attitude will produce good performance and vice versa, health workers who have a negative (contra) attitude towards their work situation will show low performance (Mangkunegara and Prabu, 2015).

Motivation to work is the impetus for someone to do work. If employees have a strong internal drive or external drive, they will be stimulated or compelled to do something well (Nopitasari and Krisnandy, 2019). High motivation for achievement possessed by the employees will have a positive impact on the organization and increase the employees' competitiveness (Mangkunegara and Prabu, 2015).

This present study is in line with a study conducted by Dahniar (2018) showing that there was an influence of Commitment Motivation and Organizational Factors on the Performance of integrated health cadres in the Work Area of the Sidotopo Wetan Health Center, Surabaya City. This present study is also in line with a study conducted by Razak (2013) showing that motivation of the immunizers was closely related to immunization coverage, with the p-value of $0.000 < 0.05$ (Haerani et al., 2013).

The results of this study showed that work motivation also determines one's work performance. This can be viewed from motivation seen as a driving force from within that moves a person to behave and influences the intensity of the behavior. Motivation is also important because it is hoped that all immunizers will work hard to achieve high work productivity. Factors that cause a lack of work motivation for nurses or immunizers include dissatisfaction with their work and the lack of incentives received. In other words, the indicator of motivation that still requires intervention is creating a feeling of comfort with the conditions in the environment work, receiving additional salaries according to performance, interaction with the work environment, and support for the immunization team in carrying out their duties as immunizers.

The Effect of Immunizers Supervision on HB0 Immunization Coverage in the Health Centers in Medan City in 2020.

Based on the results of this study, statistical analysis using chi-square obtained p-value of $0.001 < 0.05$, meaning that there was a relationship between the supervision of immunizers and the coverage of HB0 immunization.

This present study is in line with a study

carried out by Akbar (2016) entitled The Effect of Supervision of the Head of the Health Center to Immunizers on the Achievement of Immunization Coverage in Banggai Regency showing that there was an effect of supervision on improving the performance of immunizers and immunization services. It is also in line with a study conducted by Rahmawati (2016) showing that health service provider performance documents could be supplemented by providing guidance, direction, observation and motivation and documents for each stage of the service assessment process. Equipment and compliance are variables that should be monitored.

The relationship between the perceptions of supervision with the performance of officers in immunization services is an important aspect (Amatullah, 2019) Supervision of health services is carried out by responsible personnel or divisions such as leaders who are responsible for supervising services provided to patients in a work environment that he leads (Yuliani, 2019). The leader supervises the employees in providing health care, both directly and indirectly adjusted to the assignment method applied in the work environment (Tanjung, Rohmawati, and Sofyani 2017)

Ilyas (2017) states that supervision can improve the performance of nurses, as well as supervision as one of the organizational variables that affect performance. Supervision is the process of ensuring activities carried out in accordance with organizational goals by supervising the implementation of these activities. These competencies must be possessed by a supervisor such as a leader in terms of efforts to improve the performance of immunization implementation.

Based on the results of this present study, supervision is an activity to make direct observations and periodically carried out by supervisors such as the chairman on work or the performance of the immunizers in solving problems so that if they encounter problems, they will immediately get assistance or instructions from supervisors so that they will solve the problems. If supervision carried out properly, it will gain many benefits, such as that it can further improve work efficiency which is closely related to increased knowledge, skills and training of subordinates relations and a better work environment, and harmonious performance of the immunizers will continue to increase. Therefore, the influence of superiors or leaders has a significant impact on HB0 immunization coverage services. In the other words, supervision is very necessary in improving the performance of the immunizers.

The Effect of Length of Service as Immunizers with HB0 Immunization Coverage in the Health Centers in Medan City in 2020

Based on the results of this present study, chi-square statistical analysis resulted in p-value of 0.041 ($p < 0.05$), indicating that there was an effect of length of service of an immunizer and the coverage of HB0 immunization in the Health Centers in the Medan City.

It is in line with a study conducted by Meutia (2018) showing that there was an influence of age, attitude, motivation on the performance of midwives in administering HB0 immunization, and there was a relationship between length of services and the performance of midwives in administering HB0 immunization (Meutia, Utami, and Simanjorang 2018).

Andini (2015) in her study stated that length of work is an experience for someone who gains knowledge, both knowledge and skills obtained in field. In other words, knowledge and skills are experience during work.

Length of services greatly affects workers because it creates a routine at work. It forms a positive influence if the perception when the workers carry out their duties with full responsibility and alertness. It gives a negative impact if the perception that arises is trivializing a task without thinking (Nopitasari and Krisnandy 2019).

Work experience is the time to start working until present, where the longer the experience of a person working, the more skilled he will be in doing the job. A person's experience at work will influence in carrying out daily tasks which will be more skilled and experienced at work. Workers who have high work experience will have better performance in providing nursing/midwifery care (Nursalam and Efendi, 2014).

The length of service greatly affects the performance shown by health workers. This is in line with the theory mentioning that tenure is the period of time when the health workers work. Tenure is one indicator of the tendency to work. The longer a person works, the higher his productivity will be. It is because he will be more experienced and skilled in completing tasks that entrusted to him (Setyowati and SE, 2019).

The results of this present study showed that working experience greatly affects the results of one's work. Someone who is experienced will find it easier to deal with work problems than someone who is less experienced. The length of work that is not supported by good skill development will reduce the quality of the work. Increasing immunization

coverage can be pursued by motivating and creating a comfortable work environment so as to encourage immunizers to work professionally and not only because of obligations or a routine. The longer the work experience is, the more skilled a person is in carrying out their duties; someone who has worked for a long time has broader and experienced insight. This means that the longer the work experience of the immunizers, the more skilled they are at work. With a long working period will make immunizers better in providing services so that immunization coverage is achieved in the area.

Dominant Factors Affecting HB0 immunization Coverage

A study conducted by Nainggolan (2018) showed that there was a relationship between the supervision of the head of the ward and the performance of nurses at the Sidoarjo Hospital (Nainggolan, 2010). According to Andriyani (2015), supervision carried out by supervisors aims to see whether activities are running in accordance with organizational goals so that service management goes well, and patients also get the best care from nurses. Supervision also makes staff motivated to continuously improve their performance and coordinate with other health workers in order to provide quality care for patients (Andriyani, 2015).

Supervision can increase work effectiveness. In terms of skills and knowledge of junior health workers, a good relationship between senior and junior health workers will make the work atmosphere better and more harmonious. With supervision conducted in health facilities, this will make the performance of health workers better, especially in the coverage of HB0 immunization.

Ilyas (2002) in his study stated that the longer the work experience, the more skilled a person is, meaning that someone who has worked for a long time has broader insight and a lot of experience who will play an important role in shaping the behavior of officers. Health workers who have worked for a long time have good insight of wider area and more experience that will affect work performance. Health workers with longer tenures understand their work better. Therefore, it can be concluded that employees who have worked for a long time will have more experience (Depkes, 2016). In addition, a study conducted by Feryani (2018) showed that there was a relationship between health workers who have worked for a long time with immunization coverage, meaning that the longer the health worker is on duty, the more complete recording of immunizations for toddlers.

CONCLUSION

There was an influence of motivation, supervision, length of services on the coverage of HB0 in immunization in the City Health Centers in Medan in 2020.

SUGGESTIONS

It is hoped that the health centers further increase the role of officers so that they can support each other as a team in carrying out their duties as immunizers and provide support so that the Indonesian program about preventing the infectious diseases using immunization can be achieved.

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