

## ABSTRACT

RONAL NTESEO. The Influence of the availability of facilities, reliability and guarantees on parent's satisfaction in MTBS services at the Kota Tengah Health Center. Guided by ABDUL KHADIM MASAONG as Chairman and ANDI AKIFA SUDIRMAN as Member.

Integrated Management of Sick Toddlers (IMCI) is an integrated approach to the treatment of sick toddlers aged (0-59) months in outpatient units of basic health care facilities. This research aims to determine the effect of the availability of facilities, reliability and assurance on parental satisfaction in MTBS (IMCI) services at the Kota Tengah Health Center. This research is an analytic observational study with a cross-sectional approach. The population and sample were parents of toddlers who attended the MTBS polyclinic at the Central City Health Center, totaling 70 respondents. Data collection used a questionnaire sheet and analyzed using path analysis. The results showed parent's satisfaction in MTBS services was 89.2% influenced by the availability of facilities, 24.7% was influenced by the reliability of officers and 77.5% was influenced by guarantees. influenced by the availability of facilities and 30.8% influenced by the reliability of officers. It is suggested to the Gorontalo City Health Office to be able to improve services for toddlers through MTBS by paying more attention to the availability of health center infrastructure as an effort to develop a strategy to improve Integrated Management of Sick Toddlers services in health center throughout Gorontalo City.

**Keywords** *Facilities, Reliability, Assurance, Parent's Satisfaction.*

