

ABSTRAK

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LITERATURE REVIEW : HUBUNGAN KUALITAS PELAYANAN ANC (ANTENATAL CARE) TERHADAP KEPUASAN IBU HAMIL

ABSTRAK

Latar Belakang : Kepuasan merupakan tingkat perasaan yang timbul karena kualitas pelayanan yang didapat sama dengan keinginan, kebutuhan, dan harapan pasien. Ibu hamil sebagai penerima pelayanan antenatal care (ANC) membutuhkan pelayanan yang berkualitas.

Tujuan : Studi literatur ini dilakukan untuk menganalisis hubungan kualitas pelayanan antenatal care (ANC) dengan kepuasan ibu hamil.

Metode : *Literature review* ini termasuk dalam jenis penelitian, yang menggabungkan beberapa hasil penelitian pada artikel ilmiah tentang hubungan kualitas pelayanan ANC (*Antenatal Care*) dengan kepuasan ibu hamil).

Hasil : Ada hubungan antara kualitas pelayanan ANC (*Antenatal Care*) dengan kepuasan ibu hamil. Kualitas pelayanan yang diberikan oleh tenaga kesehatan sudah memenuhi standar operasional. Hal tersebut ditunjukkan dengan banyak responden memilih kategori baik pada kualitas pelayanan yang diberikan.

Simpulan : Terdapat hubungan antara kualitas pelayanan *antenatal care* (ANC) dengan kepuasan pasien dengan berpedoman pada faktor-faktor yang mempengaruhi kepuasan pasien dan dimensi kualitas pelayanan diantaranya *reability, responsiveness, assurance, emphaty* dan *tangibles*.

Kata Kunci : *antenatal care, kualitas, kepuasan, kepuasan pasien*

ABSTRACT

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Literature Review : RELATIONSHIP BETWEEN THE QUALITY OF ANTENATAL CARE SERVICES AND THE SATISFACTION OF PREGNANT WOMEN

ABSTRACT

Background: Satisfaction is the level of feeling that arises because the quality of service obtained is the same as the wishes, needs, and expectations of the patient. Pregnant women as recipients of antenatal care services (ANC) at the community health centers need quality services.

Purpose: This literature study was conducted to analyze the relationship between antenatal care (ANC) quality and satisfaction of pregnant women.

Method: This literature review, namely by combining several research results in scientific articles on the relationship between ANC (Antenatal Care) service quality and pregnant mother satisfaction).

Result: There is a relationship between the quality of ANC (Antenatal Care) service and the satisfaction of pregnant women. The quality of services provided by health workers has met operational standards. This is indicated by many respondents choosing the good category on the quality of the service provided.

Conclusion: There is a relationship between the quality of antenatal care (ANC) and patient satisfaction based on the factors that influence patient satisfaction and the dimensions of service quality including reliability, responsiveness, assurance, empathy and tangibles.

Keyword : antenatal care, quality, satisfaction, patient satisfaction