

Universitas Ngudi Waluyo
Program Studi S1 Kebidanan, Fakultas Ilmu Kesehatan
Skripsi, Januari 2021
Nurmina
152191003

Hubungan Kualitas Layanan *Antenatal Care* Dengan Kepuasan Ibu Hamil

ABSTRAK

Latar Belakang : Pelayanan kesehatan ibu meliputi pelayanan kesehatan antenatal, pertolongan persalinan dan pelayanan kesehatan nifas. Kualitas pelayanan antenatal yang diberikan akan mempengaruhi kesehatan ibu hamil dan janinnya, ibu bersalin dan bayi baru lahir serta ibu nifas. Kepuasan pasien sering dipandang sebagai suatu komponen yang penting dalam pelayanan kesehatan.

Tujuan : Studi literature ini dilakukan ntuk mengetahui hubungan kualitas layanan *antenatal care* dengan kepuasan ibu hamil dengan menggunakan pendekatan meta analisis.

Metode : *Literature review* dilakukan dengan pencarian artikel menggunakan Google Scholar dengan keywords kepuasan ibu hamil, kualitas pelayanan, dan *antenatal care*. Keseluruhan artikel tersebut ditinjau kembali terkait dengan judul yang dianggap sesuai dengan variabel independen, didapatkan sebanyak 5 artikel yang dapat diakses *full text*.

Hasil : Dari 5 artikel hasil penelitian yang direview ada hubungan antara kualitas pelayana 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 *antenatal care* yang berikan dan sebagian besar ibu hamil puas dengan pelayanan *antenatal care*.

Kesimpulan : Terdapat ada 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 : Kualitas Layanan, *Antenatal Care*, Kepuasan, Ibu Hamil

Ngudi Waluyo University
Midwifery Study Program S1, Faculty of Health Sciences
Final Assignment, January 2021
Nurmina
152191003

Relationship Quality of Antenatal Care Services With Pregnant Mother Satisfaction

ABSTRACT

Background : Maternal health services include antenatal health services, delivery assistance and postpartum health services. The quality of antenatal services provided will affect the health of pregnant women and their fetuses, women giving birth and newborns as well as postpartum mothers. Patient satisfaction is often seen as an important component in health care.

Purposes : To determine the relationship between the quality of antenatal care services and the satisfaction of pregnant women using a meta-analysis approach.

Method : Literature review was conducted by searching for articles using Google Scholar with the keywords pregnant women satisfaction, quality of service, and antenatal care. The entire article was reviewed in relation to the title which was considered in accordance with the independent variable, there were 5 articles that could be accessed in full text.

Result : Of the 5 research articles reviewed there was 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 a good category on the quality of antenatal care services provided and most pregnant women are satisfied with antenatal care services.

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.

Keywords : Quality of Service, Antenatal Care, Satisfaction, Pregnant Women