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**GAMBARAN KEPUASAN IBU HAMIL PADA PELAYANAN ANTENATAL  
CARE DI PUSKESMAS LEYANGAN**

**ABSTRAK**

**Latar Belakang:** Salah satu upaya yang dilakukan dalam penurunan AKI dengan melakukan pelayanan kesehatan melalui pelayanan antenatal care. Namun dalam pemberian pelayanan, kepuasan ibu hamil perlu di perhatikan karena dapat mempengaruhi mutu pelayanan yang akan di terima oleh ibu hamil sesuai dengan harapan.

**Metode penelitian:** menggunakan penelitian deskripsi kuantitatif desain penelitian cross sectional. Populasi dari nilai rata-rata  $\pm$  36 ibu hamil pada kunjungan K1-K4 yang memeriksakan kehamilannya di Poli KIA Puskesmas Leyangan pada Januari-September 2021. Teknik pengambilan menggunakan instrumen kuisioner dengan metode pengambilan sampel pada penelitian ini *Accidental Sampling* didapatkan dengan jumlah 30 ibu hamil.

**Hasil penelitian:** menunjukkan bahwa kepuasan ibu hamil pada pelayanan antenatal care di Puskesmas Leyangan sebagian besar menyatakan puas 18 (60%) dan tidak puas 12 (13,33%) ibu hamil. Kepuasan ibu hamil berdasarkan dimensi *tangibles*, sebagian puas 13 (83,33%) dan tidak puas 17 (56,66%). Dimensi *reliability*, sebagian puas 12 (40%) dan tidak puas 18 (60%). Dimensi *responsiveness*, sebagian puas 14 (46,66%) dan tidak puas 16 (53,33%). Dimensi *assurance*, sebagian puas 12 (40%) dan tidak puas 18 (60%). Dimensi *empathy*, sebagian puas 12 (40%) dan tidak puas 18 (60%).

**Kesimpulan:** Berdasarkan hasil penelitian ini diharapkan pada pelayanan ANC perlu ditingkatkan supaya ibu hamil melakukan pemeriksaan antenatal care secara rutin dengan melakukan kunjungan ulang.

Kata Kunci : Tingkat Kepuasan, Pelayanan Antenatal Care

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**DESCRIPTION OF PREGNANT WOMEN'S SATISFACTION IN  
ANTENATAL CARE SERVICES AT LEYANGAN HEALTH CENTER**

**ABSTRACT**

**Background:** One of the efforts made in decreasing AKI by performing health services through antenatal care services. But in providing services, the satisfaction of pregnant women needs to be considered because it can affect the quality of services that will be received by pregnant women in accordance with expectations.

**Research method:** using quantitative research description of cross sectional research design. The population of the average value of  $\pm 36$  pregnant women on K1-K4 visits who checked their pregnancies at Poli KIA Puskesmas Leyangan in January-September 2021. The technique of taking using questionnaire instruments with sampling method in this study Accidental Sampling obtained by the number of 30 pregnant women.

**The results of the study:** showed that the satisfaction of pregnant women in antenatal care services in Leyangan Health Center mostly expressed satisfaction 18 (60%) and dissatisfied 12 (13.33%) pregnant women. Satisfaction of pregnant women based on the dimensions of *tangibles*, partially satisfied 13 (83.33%) and dissatisfied 17 (56.66%). Dimension *reliability*, partially satisfied 12 (40%) and dissatisfied 18 (60%). Dimensions *responsiveness*, partially satisfied 14 (46.66%) and dissatisfied 16 (53.33%). Dimension *assurance*, partially satisfied 12 (40%) and dissatisfied 18 (60%). Dimension *empathy*, partially satisfied 12 (40%) and dissatisfied 18 (60%).

**Conclusion:** Based on the results of this study, it is expected that the ANC services need to be improved so that pregnant women conduct antenatal care examinations regularly by re-visiting.

**Keywords :** Satisfaction Level, Antenatal Care Services