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HUBUNGAN KOMUNIKASI BIDAN DENGAN TINGKAT KEPUASAN IBU HAMIL DALAM MENDAPATKAN PELAYANAN ANC DI PUSKESMAS LEYANGAN TAHUN 2020

ABSTRAK

Latar Belakang: penurunan jumlah ibu hamil yang melakukan kunjungan ANC. Upaya percepatan penurunan AKI dilakukan dengan menjamin sehingga ibu bisa mengakses pelayanan kesehatan yang berkualitas, seperti perawatan selama kehamilan, persalinan, perawatan setelah melahirkan bagi ibu serta bayinya, dengan fasilitas yang memadai. Cakupan kunjungan K1 dan K4 di Puskesmas Leyangan dengan presentasi K1 sebesar (73%) dan presentasi K4 sebesar (58,9%).

Tujuan Penelitian: Untuk mengetahui hubungan komunikasi bidan dengan tingkat kepuasan ibu hamil dalam mendapatkan pelayanan ANC di Puskesmas Leyangan Tahun 2020.

Metode Penelitian: jenis penenlitian *deskriptif kuantitatif* dengan pendekatan *cross sectional*. Analisa data univariat. Jumlah populasi 377 orang, sampel 40 orang dengan metode *accidental sampling*. Instrument penelitian kuesioner tertutup.

Hasil Penelitian: Dari hasil penenlitian hubungan komunikasi bidan dengan tingkat kepuasan ibu hamil sebagian besar cukup baik sejumlah 24 orang (62,5%), sebanyak 24 orang (60,0%) menyatakan puas dan hasil analisis dengan *Uji Gamma Somers' d* tidak ada hubungan antara Komunikasi Bidan dengan Tingkat Kepuasan Ibu Hamil Dalam Mendapatkan Pelayanan ANC di Puskesmas Leyangan Tahun 2020 ($p=0,498$).

Kata Kunci: Komunikasi Bidan, Kepuasan Ibu Hamil

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COMMUNICATION RELATIONSHIP OF MIDWIVES WITH THE LEVEL OF SATISFACTION OF PREGNANT WOMEN IN OBTAINING ANC SERVICES IN LEYANGAN HEALTH CENTER IN 2020

ABSTRACT

Background: a decrease in the number of pregnant women making ANC visits. Efforts to accelerate the decrease of AKI is carried out by ensuring that mothers can access quality health services, such as care during pregnancy, childbirth, post-childbirth care for mothers and their babies, with adequate facilities. Coverage of K1 and K4 visits at Leyangan Health Center with K1 presentation of 73(%) and K4 presentations (58,9%).

Research Objective: To find out the communication relationship between midwives and the level of satisfaction of pregnant women in obtaining ANC services at the Leyangan Health Center in 2020.

Research Method: type of descriptive *quantitativeenning with cross sectional approach*. Analysis of univariate data. The population was 377 people, a sample of 40 people by *accidental sampling method*. The research instrument questionnaire is closed.

Research Results: From the results of the research on the communication relationship of midwives with the level of satisfaction of pregnant women is mostly quite good a number of 24 people (62.5%), as many as 24 people (60.0%) expressed satisfaction and the results of the *analysis with The Gamma Somers'd Test there* is no relationship between Midwife Communication and The Level of Satisfaction of Pregnant Women In Obtaining ANC Services in Leyangan Health Center Year 2020 (p=0.498).

Keywords: Midwife Communication, Pregnant Women Satisfaction