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**GAMBARAN KEPUASAN IBU BERSALIN TERHADAP PELAYANAN
PERSALINAN OLEH BIDAN DESA DI WILAYAH KERJA PUSKESMAS
KURIK, KABUPATEN MERAUKE, PROVINSI PAPUA TAHUN 2020**

ABSTRAK

Latar Belakang: Di Wilayah Kerja Puskesmas Kurik menunjukkan masih berperannya dukun bayi dalam pelayanan kesehatan baik pelayanan pada kehamilan, persalinan maupun pelayanan nifas serta balita, sehingga bidan desa serta dukun bayi masih berperan aktif dalam pelayanan terhadap ibu dan anak. Upaya meningkatkan kelangsungan dan kualitas ibu dan anak dilakukan dengan pendekatan *continuum of care the life cycle dan continuum of care of pathway*.

Tujuan: Untuk mengetahui gambaran tingkat kepuasan ibu bersalin terhadap pelayanan persalinan oleh bidan desa di Wilayah Kerja Puskesmas Kurik, Kabupaten Merauke, Provinsi Papua.

Metode: Studi deskriptif kuantitatif, desain *Cross Sectional*, populasi seluruh ibu yang pernah bersalin di bidan desa di wilayah kerja Puskesmas Kurik periode Desember 2020 – Januari 2021 sebanyak 30 responden. Pengambilan sampel teknik *total sampling* sebanyak 30 responden. Alat pengumpulan data menggunakan kuesioner. Analisis data dengan analisis univariat.

Hasil: Responden dengan umur dewasa awal (50,0%), mayoritas pendidikan menengah (60,0%) dan paritas multipara (76,7%). Berdasarkan tingkat kepuasan ibu bersalin dari lima dimensi merasa puas terhadap pelayanan persalinan oleh bidan desa (63,3%). Kepuasan dilihat dari dimensi *tangibels* puas (86,7%), dimensi *reliability* mayoritas puas (96,7%), dimensi *responsiveness* puas (46,7%) dan tidak puas (53,3%), dimensi *assurance* mayoritas puas (96,7%), dimensi *emphaty* puas (56,7%).

Kesimpulan: Berdasarkan tingkat kepuasan ibu bersalin secara keseluruhan dilihat dari lima dimensi menunjukkan merasa puas terhadap pelayanan persalinan oleh bidan desa.

Kata Kunci: Kepuasan, Pelayanan, Bidan Desa

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**DESCRIPTION OF MOM'S SATISFACTION WITH LABOR SERVICES BY
VILLAGE MIDWIVES IN THE WORKING AREA OF PUSKESMAS KURIK,
MERAUKE DISTRICT, PAPUA PROVINCE, 2020**

ABSTRACT

Background: In the work area of the Puskesmas Kurik, it shows that traditional birth attendants still play a role in health services, including services for pregnancy, childbirth, and childbirth services, so that village midwives and traditional birth attendants still play an active role in providing services to mothers and children. Efforts to improve the continuity and quality of mothers and children are carried out with the continuum of care the life cycle approach and the continuum of care of the pathway.

Objective: To determine the level of satisfaction of mothers with delivery services by village midwives in the Kurik Health Center Work Area, Merauke Regency, Papua Province.

Methods: Quantitative descriptive study, cross sectional design, the population of all mothers who have given birth in village midwives in the work area of Puskesmas Kurik for the period December 2020 - January 2021 as many as 30 respondents. Sampling was a total sampling technique of 30 respondents. The data collection tool used a questionnaire. Data analysis using univariate analysis.

Results: Respondents with early adulthood (50.0%), the majority of secondary education (60.0%) and multiparity parity (76.7%). Based on the level of satisfaction of mothers giving birth, from five dimensions, they were satisfied with delivery services by village midwives (63.3%). Satisfaction is seen from the tangibels dimension satisfied (86.7%), the reliability dimension of the majority is satisfied (96.7%), the responsiveness dimension is satisfied (46.7%) and dissatisfied (53.3%), the assurance dimension is the majority satisfied (96, 7%), the dimension of empathy is satisfied (56.7%).

Conclusion: Based on the overall satisfaction level of mothers giving birth, seen from five dimensions, it shows that they are satisfied with delivery services by village midwives.

Keywords: Satisfaction, Service, Village Midwife