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GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP MUTU PELAYANAN ANC DI TPMB MASRIYANA, Amd. Keb PROVINSI LAMPUNG

ABSTRAK

Latar Belakang : Dengan pelayanan ANC yang berkualitas oleh petugas yang profesional maka pasien akan mendapatkan pendidikan tentang kesehatan ibu hamil dan pentingnya melakukan kunjungan ANC serta mempengaruhi kepuasan pasien. Dari studi pendahuluan di dapatkan di TPMB Masriyana, Amd. Keb jumlah ibu hamil yang melakukan pemeriksaan dari bulan Juni hingga Agustus ialah 84 jiwa, dimana terjadi penurunan pasien ANC pada tiap bulannya yaitu pada bulan Juni 40 pasien ANC, bulan Juli 30 pasien ANC dan bulan Agustus 14 pasien ANC., Tujuan penelitian ini untuk mengetahui Gambaran Tingkat Kepuasan Pasien Terhadap Mutu Pelayanan ANC

Metode : Penelitian *deskriptif kuantitatif*, Metode *survey*, dengan pendekatan *cross sectional*. Populasi penelitian adalah 24 ibu hamil. Teknik Pengambilan sampel *Accidental Sampling*. Instrumen/alat ukur berupa *kuesioner* sebanyak 19 pertanyaan. Analisis data dengan *analisis univariat*

Hasil : Sebagian besar responden mengatakan puas (54%) terhadap pelayanan ANC di TPMB Masriyana, Amd. Keb. Pada Dimensi Tangible (bukti langsung), dimensi reliability dan dimensi empathy sebagian merasa kurang puas (50%) dan sebagiannya merasa puas (50%), Dimensi Responsiveness hanya sebagian kecil responden yang merasa kurang puas (29%), dan pada dimensi Assurance sebagian lebih merasa kurang puas (54%)

Simpulan : Didapatkan tingkat kepuasan pasien ANC pada mutu pelayanan didapatkan sebagian besar mengatakan kurang puas pada dimensi *Tangible*(50%), *Reliability* (50%), dan *Assurance* (54%).

Kata Kunci : Tingkat Kepuasan, ANC, Mutu Pelayanan

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DESCRIPTION OF PATIENT SATISFACTION LEVELS WITH THE
QUALITY OF ANC SERVICES AT TPMB MASRIYANA, Amd. Keb.
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ABSTRACT

Background : With quality ANC services by professional officers, patients will get education about the health of pregnant women and the importance of ANC visits and affect patient satisfaction. From a preliminary study, it was found at TPMB Masriyana, Amd. Keb that the number of pregnant women who underwent examinations from June to August was 84 people, where there was a decrease in ANC patients every month, namely in June with 40 ANC patients, in July with 30 ANC patients and in August with 14 ANC patients.

Methods : Descriptive quantitative research, survey method, with a cross sectional approach. The study population was 24 pregnant women. Accidental Sampling Sampling Technique. Instruments/measuring instruments in the form of a questionnaire as many as 19 questions. Data analysis with univariate analysis

Results : Most respondents said they were satisfied (54%) with ANC services at TPMB MASriyana, Amd.Keb. In the Tangible Dimension (direct evidence), the reliability and empathy dimensions are partly dissatisfied (50%) and some are satisfied (50%), the Responsiveness dimension only a small proportion of respondents feel dissatisfied (29%), and in the Assurance dimension some more dissatisfied (54%).

Conclusion : The level of satisfaction of ANC patients on the quality of service was obtained, most of them said they were not satisfied with the dimensions of *Tangible*(50%), *Reliability* (50%), and *Assurance* (54%).

Keywords : Satisfaction Level, ANC, Service Quality