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Tingkat Kepuasan Pelayanan Antenatal Care Pada Ibu Hamil Di Puskesmas Tugumulyo
Kabupaten Ogan Komering Ilir
(XIV+ 90 halaman + 14 tabel + 7 lampiran)

ABSTRAK

Latar Belakang : Kepuasan merupakan perasaan senang seseorang yang muncul setelah membandingkan hasil kinerja atau hasil suatu produk yang dirasakan dibanding dengan harapan-harapannya. Berdasarkan hasil studi pendahuluan yang dilakukan di Puskesmas Tugumulyo terdapat 10 ibu hamil yang melakukan kunjungan. Dari 10 ibu hamil terdapat 7 ibu hamil masih kurang puas terhadap pelayanan antenatal care berdasarkan 5 (lima) dimensi mutu pelayanan kesehatan. Tujuan penelitian ini untuk mengetahui tingkat kepuasan pelayanan *antenatal care* di Puskesmas Tugumulyo Kabupaten Ogan Komering Ilir

Metode : Penelitian ini menggunakan penelitian Deskriptif. Penelitian dilakukan mulai tanggal 04 Desember – 01 Januari 2022 di Puskesmas Tugumulyo. Populasi dalam penelitian ini adalah seluruh ibu hamil yang periksa kehamilan di Puskesmas Tugumulyo. Tehnik pengambilan sampel menggunakan *accidental sampling*, dengan jumlah sampel 30 ibu hamil. Instrument penelitian menggunakan kuisioner.

Hasil Penelitian : Hasil penelitian menunjukkan bahwa, sebagian besar responden merasa puas (56,7%) terhadap pelayanan *antenatal care* di Puskesmas Tugumulyo. Pada dimensi *tangibles* sebagian besar ibu mengatakan puas (56,7 %), dimensi *reliability* sebagian besar mengatakan puas (70%), dimensi *responsiveness* sebagian besar mengatakan puas (53,3%) dimensi *assurance* sebagian besar mengatakan puas (53,3%), dimensi *empathy* sebagian besar mengatakan puas sebanyak (66,7%)

Kesimpulan: Tingkat Kepuasan pada ibu hamil yaitu sebanyak 17 responden (56,7%) mengatakan puas dengan pelayanan *antenatal care* yang diberikan

Kata kunci : Tingkat Kepuasan , Ibu Hamil, Pelayanan Antenatal Care

Kepustakaan : 42 (2011-2021)

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Satisfaction Level Of Antenatal Care Services For Pregnant Women at Tugumulyo Health Center, Ogan Komering Ilir Regency

(XIV+ 90 pages + 14 tables + 7 attachments)

ABSTRACT

Background : Satisfaction is a person's feeling of pleasure that arises after comparing the performance results or results of a product that is felt compared to his expectations. Based on the results of a preliminary study conducted at the Tugumulyo Health Center, there were 10 pregnant women who visited. Out of 10 pregnant women, 7 pregnant women are still dissatisfied with antenatal care services based on 5 (five) dimensions of health service quality. The purpose of this study was to determine the level of satisfaction with antenatal care services at the Tugumulyo Health Center, Ogan Komering Ilir Regency

Methods: This research uses descriptive research. The research was conducted from 04 December to 01 January 2022 at the Tugumulyo Health Center. The population in this study were all pregnant women who had a pregnancy check at the Tugumulyo Health Center. .sampling technique used accidental sampling, with a sample of 30 pregnant women. The research instrument used a questionnaire.

Results: The results showed that, most of the respondents were satisfied (56.7%) with the antenatal care services at the Tugumulyo Health Center. .On the tangibles dimension most of the mothers said they were satisfied (56.7 %), the reliability dimension mostly said they were satisfied (70%), the responsiveness dimension mostly said they were satisfied (53.3%) the assurance dimension most said they were satisfied (53.3%) , most of the empathy dimensions say they are satisfied.as much (66.7%)

Conclusion: Satisfaction level of pregnant women as many as 17 respondents (56.7%) said they were satisfied with the antenatal care services provided

Keywords : Satisfaction Level, Pregnant Women, Antenatal Care

Library : 42 (2011-2021)