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HUBUNGAN PERSEPSI MUTU PELAYANAN ANC MASA PANDEMI COVID-19 DENGAN TINGKAT KEPUASAN PASIEN DI TPMB SULISTIYANI
(xiv+61page+12tabel+2bagan+7lampiran)

ABSTRAK

Latar Belakang : Sejak *Covid-19* ditetapkan sebagai pandemi, angka kasus penularan di DKI Jakarta melewati kasus harian yang ada di Indonesia serta menyebabkan turunnya kunjungan ibu hamil untuk melakukan pemeriksaan *ANC* di fasilitas kesehatan. Pelayanan *ANC* yang dilakukan di fasilitas kesehatan, termasuk TPMB pada masa pandemi *Covid-19* harus sesuai dengan pedoman yang ditetapkan oleh Kemenkes RI di era *New Normal*. Dengan adanya perubahan SOP, TPMB Sulistiyani berupaya memberikan pelayanan kesehatan sesuai kebutuhan dan harapan pasien dengan menerapkan protokol kesehatan pencegahan penyebaran *Covid-19*. Tujuan dari penelitian ini untuk mengetahui Hubungan Persepsi Mutu Pelayanan *ANC* Masa Pandemi *Covid-19* Dengan Tingkat Kepuasan Pasien Di TPMB Sulistiyani.

Metode : Penelitian ini menggunakan desain deskriptif kuantitatif dengan pendekatan *cross sectional*. Populasi dalam penelitian ini adalah semua ibu hamil yang periksa *ANC* minimal 4 kali pada bulan desember 2021 sebanyak 39 orang, pengambilan sampel yang digunakan adalah *Nonprobability sampling* dengan jenis *purposive sampling*. Data dianalisis dengan uji *chi square*.

Hasil : Diperoleh dari 39 responden yang mempunyai persepsi mutu pelayanan baik dan puas sebesar 18 orang (90%) dan yang mempunyai persepsi mutu pelayanan kurang baik dan kurang puas sebesar 15 orang (78,9%). Setelah dilakukan uji *chi square*, dengan hasil $p : 0,00 < \alpha 0,05$ maka H_0 diterima, artinya ada hubungan yang signifikan antara persepsi mutu pelayanan *ANC* masa pandemi *Covid-19* dengan tingkat kepuasan pasien di TPMB Sulistiyani

Simpulan : Dapat disimpulkan ada hubungan antara persepsi mutu pelayanan *ANC* masa pandemi *Covid-19* dengan tingkat kepuasan pasien di TPMB Sulistiyani

Kata kunci : *Persepsi, Mutu Pelayanan, Tingkat Kepuasan*

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***RELATIONSHIP OF ANC SERVICE QUALITY PERCEPTION DURING
THE COVID-19 PANDEMIC WITH THE LEVEL OF PATIENT
SATISFACTION AT TPMB SULISTIYANI
(xiv+61page+12tabel+2charts+7attachments)***

ABSTRACT

Background : *Since Covid-19 was designated as a pandemic, the number of cases of transmission in DKI Jakarta passed daily cases in Indonesia and caused a decrease in visits by pregnant women to conduct ANC examinations in health facilities. ANC services conducted in health facilities, including TPMB during the Covid-19 pandemic must be in accordance with the guidelines set by the Ministry of Health in the New Normal era. With the change in SOP, TPMB Sulistiyani seeks to provide health services as per the needs and expectations of patients by implementing health protocols to prevent the spread of Covid-19. The purpose of this study was to find out the Relationship of Quality Perception of ANC Services during the Covid-19 Pandemic With The Level of Patient Satisfaction at TPMB Sulistiyani.*

Method: *This research uses quantitative descriptive design with a cross sectional approach. The population in this study was all pregnant women who checked the ANC at least 4 times in December 2021 as many as 39 people, the sampling used was nonprobability sampling with purposive sampling type. The data is analyzed with the chi square test.*

Results: *Obtained from 39 respondents who have a perception of good service quality and satisfied by 18 people (90%) and who have a perception of service quality is not good and dissatisfied by 15 people (78.9%). After the chi square test, with a result of $p : 0.00 < \alpha 0.05$ then H_a was accepted, meaning there is a significant relationship between the perception of the quality of ANC services during Covid-19 and the level of patient satisfaction at TPMB Sulistiyani.*

Conclusion: *It can be concluded that there is a relationship between the perception of the quality of ANC services during Covid-19 and the level of patient satisfaction at TPMB Sulistiyani.*

Keywords: *Perception, Quality of Service, Level of Satisfaction*