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***OVERVIEW OF ANTENATAL CARE (ANC) SERVICES IN THE
PANDEMIC ERA COVID 19 in SOFIA HARJAYANTI S. ST.,Keb CLINIC
VILLAGES CANDIREJO SUB-DISTRICTS WEST UNGARAN***

ABSTRACT

Intriduction: Patient satisfaction is very important and needs to be done in conjunction with the measurement of antenatal care (ANC) service dimensions. The interest in re-visiting to health facilities is largely determined by patient satisfaction. Patient satisfaction is determined by the services received, the services provided are in accordance with the expectations of most patients are satisfied with antenatal care services, especially during the Covid-19 Pandemic Era, because wich are decired and obtained when servicing is in accordance with which expected. The purpose of this study is to find out the an overview of Antenatal Care Service Satisfaction (ANC) In the Era of Covid-19 Pandemic In PMB Sofia Harjayanti S. ST. Keb In Candirejo Village.

Method: This type of research is descriptive quantitative with a cross sectional research design. The total population was 21 so that the respondents, using the total sampling method with a questionnaire research instrument.

Result: The results showed that most of the respondents said that the Antenatal Care service was quite satisfied, namely 14 respondents (66.7%) of 21 respondents. Based on the first indicator, mostly good, namely 17 respondents (81.0%). The second indicator is mostly good, namely 17 respondents (81.0%) satisfaction is obtained.

Conclusion: Most of the patient satisfaction levels are quite satisfied with Antenatal Care (ANC) services. Of the 2 indicators of satisfaction, most were satisfied with the access to facilities and infrastructure for Antenatal Care (ANC) services. And most of them are satisfied with the Antenatal Care (ANC) service process. In order to maintain and improve the quality of service, it is hoped that further improvements in service facilities and services in service.

Keywords: Patient Satisfaction, Antenatal Care (ANC) Services

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**GAMBARAN PELAYANAN ANTENATAL CARE (ANC) PADA ERA
PANDEMI COVID-19 DI PMB SOFIA HARJAYANTI S . ST.,Keb
KELURAHAN CANDIREJO KECAMATAN UNGARAN BARAT**

ABSTRAK

Latar Belakang: Kepuasan pasien sangat penting dan perlu dilakukan bersamaan dengan pengukuran dimensi layanan Antenatal Care (ANC). Minat kunjungan ulang pada fasilitas kesehatan sangat ditentukan oleh kepuasan pasien. Kepuasan pasien ditentukan oleh pelayanan yang diterimanya, pelayanan yang diberikan Sudah sesuai harapan sebagian besar pasien merasa puas akan pelayanan Antenatal Care Khususnya Pada Era Pandemi Covid-19, karena apa yang di inginkan dan apa yang di dapat saat pelayanan sudah sesuai dengan apa yang di harapkan. Tujuan penelitian ini mengetahui Gambaran Kepuasan Pelayanan Antenatal Care (Anc) Pada Era Pandemi Covid-19 Di PMB Sofia Harjayanti S. ST. Keb Di wilayah Kelurahan Candirejo.

Metode:Jenis penelitian *Deskriptif kuantitatif* dengan rancangan penelitian *Cross Sectional*. Jumlah populasi sebanyak 21 responden, menggunakan metode total *Simple* dengan instrument penelitian kuesioner. Teknik pengambilan sampel *total Sampling*.

Hasil: Hasil penelitian menunjukkan bahwa pelayanan Antenatal Care sebagian besar responden mengatakan Cukup puas yaitu 14 responden (66.7%) dari 21 responden. Berdasarkan indikator pertama sebagian besar baik yaitu 17 responden (81.0%). Indikator ke dua sebagian besar baik yaitu 17 responden (81.0%) kepuasan didapatkan.

Simpulan: Tingkat kepuasan pasien sebagian besar Cukup puas terhadap pelayanan Antenatal Care (ANC). Dari 2 indikator kepuasan, Sebagian besar puas terhadap akses sarana dan prasarana pelayanan Antenatal Care (ANC). Dan sebagian besar puas terhadap Proses layanan Antenatal Care (ANC). Agar tetap mempertahankan, serta meningkatkan kualitas pelayanan diharap lebih meningkatkan fasilitas layanan maupun jasa dalam pelayanan.

Kata Kunci : Kepuasan Pasien, Pelayanan Antenatal Care (ANC).