

Universitas Ngudi Waluyo

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Gambaran Tingkat Kepuasan Ibu Hamil Terhadap pelayanan Antenatal Care di Polindes Wairotang Kabupaten Sikka

## **ABSTRAK**

**Latar Belakang** : Standar pelayanan antenatal merupakan pelayanan kesehatan yang diberikan oleh tenaga terlatih untuk ibu selama masa kehamilannya, dilaksanakan sesuai dengan standar pelayanan antenatal yang telah ditetapkan dalam standar pelayanan kebidanan. Standar pelayanan antenatal care dibuat sesuai dengan kebutuhan masyarakat karena tuntutan akan peningkatan kualitas pelayanan semakin meningkat.

**Metode** : Penelitian ini menggunakan desain penelitian *deskriptif* kualitatif. Populasi dalam penelitian ini adalah 40 ibu hamil dan sampelnya sebanyak 40 responden. Metode pengumpulan data menggunakan kuesioner yang telah diadopsi berupa pertanyaan. Analisa data dengan menggunakan uji normalitas data dengan distribusi frekuensi.

**Hasil Penelitian** : Hasil analisis univariat sebagian besar responden puas dengan pelayanan yang diberikan berdasarkan dimensi assurance dan tangibles, sebanyak 32 responden (80,0%), sedangkan sebagian besar puas pada pelayanan dimensi assurance sebanyak 33 responden (82,5%), Sebagian besar puas pada pelayanan tangibles sebanyak 29 responden (72,5%), dan hasil analisis uji normalitas data menggunakan one-sampel Kolmogorov dapat dilihat nilai Asymp. Sig. (2-tailed) tingkat kepuasan dari dua dimensi tersebut yaitu 0,057, yang artinya data tersebut berdistribusi normal dikarenakan nilai signifikasinya  $> 0,05$ , sedangkan untuk assurance nilai signifikansinya 0,009 dan untuk tangibles nilainya 0,007 dan dapat disimpulkan juga bahwa data tersebut berdistribusi tidak normal, dikarenakan nilai signifikansinya  $< 0,05$ .

**Kesimpulan** : Sebagian besar ibu hamil puas dengan pelayanan antenatal care sebanyak 32 (80,0%) puas dan 8 (20,0%) tidak puas dengan pelayanan yang diberikan. Diharapkan kepada Polindes Wairotang dalam memberikan pelayanan sebaiknya perlu mempersiapkan diri khususnya ibu bidan saat memberikan pelayanan bidan harus bersikap tegas, rahma dan sopan saat memberikan pelayanan sehingga ibu hamil tidak segan atau takut saat saat di beri konseling ataupun pemeriksaan kehamilan dan bidan di polindes wairotang perlu mempertahankan tingkat kepuasan ibu hamil terhadap pelayanan antenatal care yang berkaitan dengan dimensi assurance dan tangibles.

**Kata Kunci** : Pelayanan Antenatal care Pada Ibu Hamil

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Overview of The Level of Satisfaction of Pregnant Women towards Antenatal Care services in Polindes Wairotang, Sikka Regency

## **ABSTRACT**

**Background:** Antenatal service standards are health services provided by trained personnel for mothers during their pregnancy, carried out in accordance with antenatal service standards that have been set in obstetric service standards. Antenatal care service standards are made in accordance with the needs of the community because the demand for improving the quality of service is increasing.

**Method:** This research uses a qualitative descriptive research design. The population in this study was 40 pregnant women and the sample was 40 respondents. The data collection method uses a questionnaire that has been adopted in the form of questions. Data analysis using data normality tests with frequency distribution.

**Results :** The results of the univariate analysis of most respondents were satisfied with the services provided based on the dimensions of assurance and tangibles, as many as 32 respondents (80.0%), while most were satisfied with the assurance dimension services as many as 33 respondents (82.5%), Most were satisfied with the tangibles service as many as 29 respondents (72.5%), and the results of the data normality test analysis using one-sample Kolmogorov can be seen asymp values. Sig. (2-tailed) the satisfaction level of the two dimensions mentioned is 0.057, which means that the data is normally distributed because the signification value is  $> 0.05$ , while for assurance the significific value is 0.009 and for tangibles the value is 0.007 and it can also be concluded that the data is abnormally distributed, because the significance value is  $< 0.05$ .

**Conclusion :** Most pregnant women are satisfied with antenatal care services as many as 32 (80.0%) are satisfied and 8 (20.0%) are dissatisfied with the services provided. It is hoped that the Wairotang Polindes in providing services should be necessary to prepare themselves, especially midwife mothers when providing midwife services must be firm, rahma and polite when providing services so that pregnant women are not reluctant or afraid when given counseling or pregnancy checkups and midwives in wairotang polindes need to maintain the level of satisfaction of pregnant women with antenatal care services related to the dimensions of assurance and tangibles.

**Keywords :** Antenatal care Services for Pregnant Women