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GAMBARAN KEPUASAN IBU BERSALIN TERHADAP LAYANAN PERSALINAN DI PUSKEMAS MONTONG BETOK TAHUN 2022

ABSTRAK

Latar Belakang: Kepuasan adalah perasaan senang terhadap sesuatu jika sesuai dengan harapannya. Pelayanan kesehatan yang tidak baik dapat memberikan dampak terhadap tingkat kepuasan yang dirasakan oleh pasien. Hal tersebut dapat mempengaruhi pasien sehingga tidak bersedia untuk kembali ke fasilitas pelayanan kesehatan untuk memperoleh pelayanan berikutnya. Hasil studi pendahuluan terdapat sebagian besar pasien menyatakan “kurang puas” dengan pelayanan yang diberikan oleh petugas kesehatan di puskesmas Montong Betok ketidakpuasan tersebut terkait dengan sarana dan prasarana pelayanan, tingkat kehadiran dan ketanggapan petugas dalam melakukan tindakan serta keramah-tamahan petugas dalam memberikan pelayanan persalinan. Tujuan penelitian ini adalah untuk mengetahui gambaran kepuasan ibu bersalin terhadap layanan persalinan di puskesmas Montong Betok.

Metode: Penelitian ini menggunakan penelitian kuantitatif dengan menggunakan data primer yang diperoleh melalui wawancara dan kuesioner. Teknik sampling yang digunakan adalah *total sampling* dengan total 20 responden yaitu semua ibu bersalin di puskesmas Montong Betok pada tanggal 1- 17 januari 2023. Pengumpulan data menggunakan instrument kuesioner. Teknik analisis data yang digunakan yaitu Analisis Univariat.

Hasil: Hasil uji Univariat menunjukkan bahwa dari kelima dimensi (*Tangibles, Reliabilitas, Responsiveness, Assurance dan Emphaty*) tingkat kepuasan ibu bersalin terhadap layanan persalinan di puskesmas Montong Betok sebagian besar 13 responden (65%) menyatakan puas.

Simpulan: Gambaran kepuasan ibu bersalin terhadap layanan persalinan di puskesmas Montong Betok berdasarkan aspek *tangibles, reliability, responsiveness, assurance* dan *empathy* dominan menyatakan puas.

Kata Kunci: Pelayanan Kesehatan, Persalinan, Kepuasan Pasien.

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DESCRIPTION OF MOTHER SATISFACTION WITH DELIVERY SERVICES AT MONTONG BETOK PUSKESMAS IN 2022

ABSTRACT

Background: Satisfaction is a feeling of being happy about something if it is in accordance with expectations. Health services that are not good can have an impact on the level of satisfaction felt by patients. This can affect patients so that they are not willing to return to health care facilities to obtain further services. The results of the preliminary study showed that the majority of patients stated that they were "unsatisfied" with the services provided by health workers at the Montong Betok Health Center. This dissatisfaction was related to service facilities and infrastructure, the level of attendance and responsiveness of officers in carrying out actions and the friendliness of officers in providing delivery services. The purpose of this study was to describe the satisfaction of mothers with delivery services at the Montong Betok Health Center.

Methods: This study used quantitative research using primary data obtained through interviews and questionnaires. The sampling technique used was total sampling with a total of 20 respondents, namely all mothers giving birth at the Montong Betok Health Center on January 1-17 2023. Data collection used a questionnaire instrument. The data analysis technique used is Univariate Analysis.

Results: The results of the Univariate test showed that of the five dimensions (Tangibles, Reliability, Responsiveness, Assurance and Empathy) the level of satisfaction of mothers with delivery services at the Montong Betok Health Center, the majority of 13 respondents (65%) stated they were satisfied.

Conclusion: The description of maternal satisfaction with delivery services at the Montong Betok health center based on the aspects of tangibles, reliability, responsiveness, assurance and empathy is dominant in expressing satisfaction.

Keywords: Health Services, Childbirth, Patient Satisfaction.