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**HUBUNGAN MUTU PELAYANAN KEBIDANAN DENGAN KEPUASAN
PASIE BERSALIN DI PUSKESMAS PEMBANTU DESA PASEKAN
KECAMATAN AMBARAWA KABUPATEN SEMARANG**

ABSTRAK

Latar Belakang : Kemenkes RI memberikan pengertian tentang mutu pelayanan kesehatan yang meliputi kinerja yang menunjukkan tingkat kesempurnaan pelayanan kesehatan, tidak saja yang memberikan kepuasan kepada pasien dan keluarganya sesuai dengan kepuasan rata-rata penduduk, tetapi juga sesuai dengan standar dan kode etik profesi yang telah ditetapkan. Berdasarkan hasil studi pendahuluan yang dilakukan oleh peneliti tanggal 1 Desember 2022 di Wilayah Desa Pasekan, Kecamatan Ambarawa Kabupaten Semarang setelah dilakukan wawancara pada Lima ibu yang pernah melahirkan di Puskesmas Pembantu Desa Pasekan, Kecamatan Ambarawa Kabupaten Semarang pada bulan September, Oktober, November 2022 diketahui Dua ibu merasa puas terhadap pelayanan persalinan yang diberikan terhadap pasien dan Tiga ibu merasa kurang puas terhadap pelayanan persalinan.

Metode: penelitian ini adalah penelitian kuantitatif dengan metode *positivistic (data konkrit)* dengan *Total Sampling*. Penelitian ini dilakukan di Puskesmas Pembantu Desa Pasekan pada tanggal 02-12 Januari 2023. Populasi dan sampel yang digunakan adalah seluruh ibu yang pernah bersalin di Puskesmas Pembantu Desa Pasekan pada bulan Januari - Desember 2022 sejumlah 34 pasien ibu bersalin. Pengumpulan data menggunakan instrument kuesioner. Teknik analisis data yang digunakan yaitu Analisis Univariat dan Analisis Bivariat. Uji statistic yang digunakan pada penelitian ini adalah uji *Kendall Tau*.

Hasil: Hasil uji Univariat menunjukkan bahwa menyatakan mutu pelayanan kebidanan yang diberikan sudah baik yaitu sebanyak 22 responden (64.7%) puas dengan pelayanan kebidanan yang diterima yaitu sebanyak 24 responden (70.6%). Hasil uji Bivariat menunjukkan bahwa terdapat hubungan yang signifikan antara mutu pelayanan kebidanan dengan kepuasan pasien bersalin ($p = 0,159 > 0,05$).

Kesimpulan: Semakin baik mutu yang diberikan maka tingkat kepuasan akan meningkat.

Kata Kunci: Mutu Pelayanan, Kepuasan Pasien

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**THE RELATIONSHIP BETWEEN QUALITY OF MIDWIFERY SERVICES
WITH MATERIAL PATIENT SATISFACTION AT HEALTH CENTER OF
PASEKAN VILLAGE, AMBARAWA SUB-DISTRICT, SEMARANG
DISTRICT**

Background: The Ministry of Health of the Republic of Indonesia provides an understanding of the quality of health services which includes performance that shows the level of perfection of health services, not only giving satisfaction to patients and their families in accordance with the satisfaction of the average population, but also in accordance with established professional standards and codes of ethics. Based on the results of a preliminary study conducted by researchers on December 1 2022 in the Pasekan Village Area, Ambarawa District, Semarang Regency, after conducting interviews with five mothers who had given birth at the Pasekan Village Assistant Health Center, Ambarawa District, Semarang Regency in September, October, November 2022 it was found that two mothers were satisfied with the delivery services provided to patients and three mothers felt unsatisfied with delivery services..

Method: this research is a quantitative research with positivistic method (concrete data) with Total Sampling. This research was conducted at the Pasekan Village Assistant Public Health Center on January 2-12 2023. The population and sample used were all mothers who had given birth at the Pasekan Village Assistant Health Center in January - December 2022 with a total of 34 mothers giving birth. Data collection uses a questionnaire instrument. The data analysis technique used is Univariate Analysis and Bivariate Analysis. The statistical test used in this study is the Kendall Tau test.

Results: Univariate test results showed that the quality of midwifery services provided was good, namely 22 respondents (64.7%) were satisfied with midwifery services received, namely 24 respondents (70.6%). Bivariate test results showed that there was a significant relationship between the quality of midwifery services and maternity patient satisfaction ($p = 0.159 > 0.05$..

Conclusion: Service quality is categorized as good and not good, it is said to be good if the score $\geq (51)$. If the quality of service provided is good, the patient will be satisfied.

Keywords: Quality of Service, Patient Satisfaction

