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## **Gambaran Kepuasan Ibu Hamil Pada Pelayanan Antenatal Care Di Puskemas Jambu Kabupaten Semarang**

### **ABSTRAK**

**Latar Belakang :** Salah satu upaya yang dapat dilakukan dalam penurunan AKI dengan melakukan pelayanan Kesehatan melalui pelayanan *antenatal care*. Namun dalam pemberian pelayanan, kepuasan ibu hamil perlu diperhatikan karena dapat mempengaruhi mutu pelayanan yang akan diterima oleh ibu hamil sesuai dengan harapan.

**Metode Penelitian :** menggunakan penelitian deskripsi kuantitatif dengan desain penelitian *cross sectional*. Populasi dengan jumlah 55 ibu hamil yang memeriksakan kehamilannya di poli KIA Puskesmas Jambu pada bulan September 2023. Teknik pengambilan dengan menggunakan instrument kuisioner dengan metode pengambilan sampel pada penelitian ini yakni metode Issac dan Michael berdasarkan jumlah populasi dengan nilai N yaitu 55 dan  $\alpha$  yaitu 5% maka nilai n adalah 48 dengan menggunakan teknik *accidental sampling*.

**Hasil Penelitian :** Kepuasan ibu hamil berdasarkan dimensi *Tangibles*, sebagian puas sebanyak 73% dan kurang puas sebanyak 27%, dimensi *Realibility*, sebagian puas sebanyak 21% dan kurang puas sebanyak 79%, dimensi *Responsiveness*, sebagian puas sebanyak 58% dan kurang puas sebanyak 42%, dimensi *Assurance*, sebagian puas sebanyak 29% dan kurang puas sebanyak 71%, dimensi *Empathy*, sebagian puas sebanyak 98% dan kurang puas sebanyak 2%.

**Kesimpulan :** Berdasarkan hasil penelitian ini diharapkan pada pelayanan ANC pada dimensi *realibility* dan *assurance* perlu ditingkatkan supaya ibu hamil melakukan pemeriksaan antenatal care secara rutin dengan melakukan kunjungan ulang

Kata Kunci : Tingkat Kepuasan, Pelayanan Antenatal Care

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**Description of the satisfaction of pregnant women in antenatal care services  
at the Jambu Puskesmas Semarang Regency**

**ABSTRACT**

**Background:** One of the efforts made in the reduction of AKI by conducting health services through antenatal care services, there was a decline in examination visits for pregnant women based on a visit book in March, April, May, June, August, September. One that influences the ANC visit of pregnant women is patient satisfaction.

**Methods:** Using research quantitative descriptions with cross sectional research design. Population with the number of 55 pregnant women who check their pregnancy in the Jambu Puskesmas Poly in September 2023. The technique of taking using the questionnaire instrument with the sampling method in this study is the Issac and Michael method based on the number of populations with the value of N which is 55 and  $\alpha$  ie 5% then the value of n is 48 using accidental sampling techniques. Data analysis using frequency distribution.

**Results:** Satisfaction of pregnant women in antenatal care services at the Jambu Health Center is mostly satisfied 60% and is less satisfied 40%. Satisfaction of pregnant women based on the tangibles dimension, some are satisfied 73% and are less satisfied 27%, the realibility dimension, some are satisfied 21% and are less satisfied 79%, the responsiveness dimension, some are satisfied 58% and are not satisfied 42%, the assurance dimension, some are satisfied 29% And less satisfied 71%, the dimensions of empathy, some are satisfied 98% and are not satisfied 2%.

**Conclusion:** Based on the results of this study, antenatal care services must be maintained and need to be improved in the dimensions of reability and assurance so that pregnant women conduct routine checks by re -visit.

**Keywords:** Level of Satisfaction, Antenatal Care Services