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HUBUNGAN KUALITAS PELAYANAN ANC TERPADU DENGAN KEPUASAN IBU HAMIL DI WILAYAH KERJA PUSKESMAS KARANG JATI

ABSTRAK

Latar Belakang: Pelayanan kesehatan pada ibu hamil tidak dapat dipisahkan dengan pelayanan persalinan, pelayanan nifas dan pelayanan kesehatan bayi baru lahir. Kualitas pelayanan antenatal yang diberikan akan mempengaruhi kepuasan ibu hamil. Berdasarkan studi pendahuluan yang dilakukan di Puskesmas Karang Jati Kota Balikpapan diperoleh data jumlah ibu hamil pada tahun 2022 sebanyak 138 orang dan periode Januari-Agustus 2023 sebanyak 125 orang. Cakupan K1, K4 dan K6 belum melampaui target minimal 100%. Serta jumlah Ibu hamil yang telah melahirkan pada bulan Januari-Agustus sebanyak 88 orang dan jumlah ibu hamil sebanyak 41 orang ibu hamil. Penelitian ini bertujuan untuk mengetahui hubungan kualitas pelayanan ANC terpadu dengan kepuasan ibu hamil di Wilayah Kerja Puskesmas Karang Jati.

Metode: Jenis penelitian menggunakan penelitian kuantitatif dengan desain penelitian deskriptif korelasional dengan pendekatan *cross sectional* Populasi penelitian adalah ibu hamil di Wilayah Kerja Puskesmas Karang Jati dan teknik pengambilan sampel menggunakan *total sampling* sebanyak 41 orang. Pengumpulan data menggunakan lembar kuesioner. Analisis data adalah analisis univariat dan analisis bivariat menggunakan uji *chi square* (χ^2).

Hasil: Gambaran kualitas pelayanan ANC terpadu dengan kategori baik yaitu 22 orang (53,7%) dan kategori kurang yaitu 19 orang (46,3%). Gambaran kepuasan ibu hamil dengan kategori puas yaitu 23 orang (56,1%) dan kategori tidak puas yaitu 18 orang (43,9%). Hasil uji statistik *chi square* (χ^2) diperoleh *p value* (0,000) $< \alpha$ (0,05) menunjukkan bahwa H_a diterima.

Simpulan: Terdapat hubungan antara kualitas pelayanan ANC terpadu dengan kepuasan ibu hamil di Wilayah Kerja Puskesmas Karang Jati.

Saran: Hasil penelitian ini memberikan informasi tambahan kepada bidan mengenai hubungan antara kualitas pelayanan ANC terpadu dengan kepuasan ibu hamil. Hendaknya bidan dapat memperbaiki penampilan, keramahan dan kepedulian dalam memberikan pelayanan ibu hamil dengan mengadakan pelatihan *Service Excellent* untuk mengembangkan pengetahuan dan keterampilan pegawai dalam memberikan layanan yang unggul sehingga mampu memberikan pelayanan yang berkualitas.

Kata Kunci: Kualitas Pelayanan ANC Terpadu, Kepuasan.

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THE RELATIONSHIP BETWEEN THE QUALITY OF INTEGRATED ANC SERVICES AND THE SATISFACTION OF PREGNANT WOMEN IN THE KARANG JATI COMMUNITY HEALTH CENTER WORK AREA

ABSTRACT

Background: Health services for pregnant women cannot be separated from delivery services, postpartum services, and newborn health services. The quality of antenatal care provided will influence the satisfaction of pregnant women. Based on a preliminary study conducted at the Karang Jati Community Health Center, Balikpapan City, data was obtained on the number of pregnant women in 2022: as many as 138 people and for the January–August 2023 period: as many as 125 people. Coverage of K1, K4 and K6 has not exceeded the minimum target of 100%. And the number of pregnant women who gave birth in January–August was 88, and the number of pregnant women was 41. This study aims to determine the relationship between the quality of integrated ANC services and the satisfaction of pregnant women in the Karang Jati Community Health Center Work Area.

Method: This type of research uses quantitative research with a correlational descriptive research design with a cross-sectional approach. The research population is pregnant mothers in the Karang Jati Community Health Center Working Area, and the sampling technique uses a total sample of 41 people. Data collection uses a questionnaire sheet. Data analysis was univariate analysis and bivariate analysis using the chi square test (χ^2).

Results: Description of the quality of integrated ANC services in the good category, namely 22 people (53.7%) and the poor category, namely 19 people (46.3%). Description of satisfaction of pregnant women with the satisfied category, namely 23 people (56.1%), and the dissatisfied category, namely 18 people (43.9%). The results of the chi square statistical test (χ^2) obtained a p value ($0.000 < \alpha (0.05)$), indicating that H_a was accepted.

Conclusion: There is a relationship between the quality of integrated ANC services and the satisfaction of pregnant women in the Karang Jati Community Health Center Work Area.

Suggestion: The results of this study provide additional information to midwives regarding the relationship between the quality of integrated ANC services and satisfaction of pregnant women. Midwives should be able to improve their appearance, friendliness and care in providing services to pregnant women by holding Service Excellent training to develop employees' knowledge and skills in providing superior services so that they are able to provide quality services.

Keywords: The Quality of Integrated ANC Services, Satisfaction.