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THE RELATIONSHIP BETWEEN THE QUALITY OF POST-POST CARE SERVICES AND THE SATISFACTION OF POST-POST MOTHERS IN THE WORKING AREA OF THE KESESI I PUBLIC HEALTH CENTER, PEKALONGAN REGENCY

ABSTRACT

Background: Postpartum mothers' satisfaction with postpartum care services provided by midwives is one of the benchmarks for assessing the quality of health services where patients tend to seek health services in places that are able to meet their expectations in terms of service quality. Providing midwifery services to mothers after giving birth is one of the responsibilities and obligations of midwives, who must also pay attention to the expectations and needs of the clients they serve. This study aims to determine the relationship between postpartum care services and postpartum mothers' satisfaction in the Kesesi I Community Health Center Working Area, Pekalongan Regency.

Methods: This quantitative, observational, and analytical study used a cross-sectional approach. A population of 105 postpartum mothers receiving services at the Basic Emergency Obstetrics and Neonatal Care (PONED) Service at Kesesi I Community Health Center, Pekalongan Regency, was conducted between May and June 2025. Fifty-one respondents were selected using purposive sampling. The research instrument used a questionnaire on postpartum care services and postpartum maternal satisfaction. Data were analyzed using the Chi-square test.

Results: The majority of postpartum care services were good (66.7%), as many as 32 respondents (62.7%) were satisfied with postpartum care services and the results of the chi square test were $p=0.000<0.05$, $OR=27$

Conclusion: There is a relationship between postpartum care services and postpartum maternal satisfaction at Kesesi I Community Health Center, Pekalongan Regency. It is recommended that new mothers maintain personal and environmental hygiene, engage in light physical activity, and regularly consult with medical personnel to monitor their health and plan family planning programs.

Keywords: Service, Satisfaction, Postpartum