

Kepuasan ibu hamil terhadap mutu layanan Antenatal dalam kaitannya dengan kepatuhan dan karakteristik bidan di Puskesmas se kota Jambi tahun 2011 = Satisfaction assessment against pregnant women antenatal service quality in relation to compliance and characteristics midwives in Se- City Health Center Jambi year 2011

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Abstrak

Kepuasan penerima pelayanan tercapai bila pelayanan sesuai dengan yang dibutuhkan dan diharapkan. Kepuasan ibu hamil terhadap mutu layanan ANC dinilai dari 5 dimensi pelayanan tangibles, reliability, responsiveness, assurance dan empathy. Kinerja pelayanan KIA Puskesmas di Kota Jambi bila dilihat dari K1 sebesar 92,06% dan K4 sebesar 81,75%, angka ini telah melebihi dari target Nasional namun perspektif kepuasan ibu hamil masih ada yang menyatakan kurang puas.

Penelitian ini dilakukan dalam ruang lingkup yang terbatas, yaitu mengkaji variabel kepatuhan bidan dalam standar pelayanan antenatal, karakteristik bidan dan karakteristik ibu hamil dengan tingkat kepuasan ibu hamil terhadap mutu layanan antenatal di Puskesmas se-Kota Jambi Tahun 2011.

Penelitian ini merupakan penelitian observasional dengan menggunakan rancangan cross sectional study. Populasi penelitian adalah seluruh ibu hamil dan bidan, dan dilakukan penarikan sampel secara proportionate stratified random sampling yaitu ibu hamil sebanyak 105 orang dan bidan sebanyak 41 orang. Pengukuran kepuasan menggunakan pendekatan single global rating pada 5 dimensi pelayanan.

Keseluruhan analisis menggunakan program SPSS ver. 13.0 dengan tingkat kemaknaan uji $p < 0,05$. Nilai rerata dan simpangan baku kepuasan ibu hamil ($-6,10 \pm 7,998$) dan 59 subjek (56,2%) menyatakan puas, dan hasil analisis menunjukkan bahwa kepatuhan bidan berhubungan dengan kepuasan ibu hamil terhadap mutu layanan antenatal (p Wald = 8,469; $p = 0,003$; OR (95% CI) = 5,143 (1,727-15,317)), paritas bumil (p Wald = 4,855; $p = 0,028$; OR (95% CI) = 3,059 (1,132-8,272)) dan interaksi penghasilan dengan kepatuhan (p Wald = 7,779; $p = 0,005$; OR (95% CI) = 0,203 (0,066-0,623)).

Tingkat kepuasan ibu hamil terhadap mutu layanan antenatal dikategorikan puas, ada hubungan kepatuhan dengan kepuasan ibu hamil. Kepatuhan, paritas dan interaksi penghasilan dengan kepatuhan merupakan variabel prediktor untuk penilaian kepuasan ibu hamil terhadap mutu layanan antenatal, oleh karena itu perlu dilakukan refresh program ANC dan insentif khusus pada pelayanan antenatal.

.....Satisfaction of service recipients achieved if the recipient to obtain medical services in Accordance with the required and expected. Satisfaction pregnant women to ANC ser-vices assessed the quality of the 5 dimensions of service tangibles, reliability, respon-siveness, assu-rance and empathy. Performance of MCH health centers in the city of Jambi when viewed from the K1 and K4 for 92.06% of 81.75%, this figure has ex-ceeded the national target, but the perspective of pregnant women still have the satisfaction that states are less satisfied.

The research was conducted within a limited scope, which is reviewing the variable standard of compliance with midwives in antenatal care, midwives characteristics and the characteristics of pregnant women with maternal levels of satisfaction for the qua-lity of antenatal care at the health center as Jambi City in 2011. This study is an observational study using cross-sectional study design. The study po-pulation was all

pregnant women and midwives, and sampling performed by proportionate stratified random sampling of pregnant women and midwives as many as 105 people as many as 41 people. Measurement of satisfaction using a single approach to a global rating on the five dimensions of service.

The entire analysis using SPSS ver. 13.0 with a significance level of test $p < 0.05$. Mean 7.998 \pm value and standard deviation of maternal satisfaction (-6.10 and 59 subjects (56.2%) said they were satisfied, and the results of the analysis showed that the midwives compliance associated with maternal satisfaction for the quality of antenatal care (Wald $p = 8.469$; $p = 0.003$; OR (95% CI) = 5.143 (1,727-15,317)), parity pregnant women (p Wald = 4.855, $p = 0.028$; OR (95% CI) = 3.059 (1,132-8,272)) and the interaction of income with compliance (p Wald = 7.779, $p = 0.005$; OR (95% CI) = 0.203(0,066-0,623)).

Satisfaction levels of pregnant women to antenatal care quality categorized satisfied, there is a relationship of compliance with the satisfaction of pregnant women. Compliance, parity and income interactions with compliance is the predictor variable for the assessment of maternal satisfaction for the quality of antenatal care, therefore it is necessary to refresh the special incentive program and antenatal care.