

# Mutu pelayanan Bidan di instalasi gawat darurat kebidanan RSUP Nasional dr. Cipto Mangunkusumo tahun 2012 = Quality of midwife care at emergency room of obstetric and gynaecology RSUP Nasional dr. Cipto Mangunkusumo year 2012

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Abstrak

**ABSTRAK**

Tesis ini membahas tentang mutu pelayanan Bidan di IGD Kebidanan RSUP Nasional dr. Cipto Mangunkusumo Jakarta. Penelitian menggunakan survey deskriptif dengan desain cross sectional, untuk mendapatkan gambaran tentang mutu pelayanan Bidan. Dimensi-dimensi RATER (responsiveness, assurance, tangible, empathy, realibility) digunakan untuk menilai mutu pelayanan yang diberikan dan juga dilihat dari aspek kompetensi dan produktifitas bidan yang dianggap mempengaruhi mutu pelayanan yang diberikan.

Hasil penelitian didapatkan bahwa mutu pelayanan dipengaruhi baik secara langsung maupun tidak langsung oleh kompetensi melalui produktivitas. Kompetensi dan produktivitas secara signifikan berpengaruh terhadap mutu pelayanan, sedangkan kompetensi berpengaruh secara negatif terhadap produktivitas. Dari lima dimensi mutu, dimensi empathy, responsiveness dan reliability yang memberikan pengaruh paling tinggi. Model hasil analisis prediktif terhadap mutu pelayanan bidan di RSCM ini dapat menjelaskan sebesar 20.5% terhadap fenomena yang dikaji, sedangkan sisanya 79.5% dijelaskan oleh variabel lain (yang belum terdapat di dalam model).

**Abstract**

The focus of this study is the quality of midwife care at Emergency Room of Obstetric and Gynaecology RSUP Nasional dr. Cipto Mangunkusumo. The study used a descriptive survey with cross sectional design, to get an idea of the quality of midwife care. RATER dimensions (responsiveness, assurance, tangible, empathy, reliability) was used to assess the quality of services provided and also viewed from the aspect of competence and productivity are considered to affect the quality of midwifery services provided.

The study found that service quality is affected either directly or indirectly by the competence through productivity. Competence and productivity significantly affect the quality of service, while competence in a negative effect on productivity. Of the five dimensions of quality, dimensions of empathy, responsiveness and reliability that delivers the highest impact. Model predictive analysis of the quality of midwifery care in the RSCM can be explained by 20.5% of the studied phenomenon, while the

remaining 79.5% is explained by another variable (which is not contained in the model).