

## Hubungan kualitas pelayanan antenatal dengan kepuasan pasien di Puskesmas di wilayah Kota Banda Aceh, tahun 2002 = The relationship of antenatal care quality with patient satisfaction at the health center of Banda Aceh City, 2002

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### Abstrak

Angka kematian ibu (AKI) di Indonesia masih relatif tinggi bila dibandingkan dengan negara- negara ASEAN yaitu 373/100.000 kelahiran hidup (SKRT 1995). Hasil penilaian "Safe Motherhood" di Indonesia menyebutkan bahwa yang mempengaruhi AKI antara lain kualitas pelayanan antenatal yang masih rendah. Pemerintah telah mencanangkan program Making Pregnancy Safer (MPS) untuk menurunkan AKI, dengan meningkatkan cakupan dan kualitas pelayanan antenatal seperti telah ditargetkan, untuk cakupan K1 95% dan cakupan K4 90%. Di Propinsi Nanggroe Aceh Darussalam, khususnya Kota Banda Aceh AKI mencapai 11/4.598 kelahiran hidup, sementara cakupan K1 mencapai 93,3% dan K4 83,1%. Namun bagaimana kualitas pelayanan antenatal yang diberikan masih belum diketahui. Tujuan penelitian ini adalah untuk memperoleh informasi tentang kualitas pelayanan antenatal dan hubungannya dengan kepuasan pasien, karena bila kualitas pelayanan baik dapat mempengaruhi kepuasan pasien.

Penelitian ini dilakukan di puskesmas di wilayah Kota Banda Aceh yang hanya mempunyai enam puskesmas. Desain penelitian yang digunakan adalah non eksperimental dengan pendekatan cross-sectional. Unit penelitian adalah ibu hamil, dan populasi yaitu ibu hamil trimester II dan III yang telah berkunjung ke Puskesmas minimal dua kali. Metode pengambilan sampel secara purposive sampling dengan jumlah sampel 100 responden. Pengumpulan data dilakukan dengan mewawancarai responden. Kualitas pelayanan yang diukur yaitu hubungan antar manusia, meliputi keramahan, komunikasi petugas dengan pasien serta tindakan pelayanan antenatal yang diberikan.

Hasil penelitian melaporkan, proporsi ibu hamil yang menyatakan puas 44%, petugas ramah 44%, petugas berkomunikasi dengan baik 43 % dan pelayanan antenatal baik sebanyak 41%. Hasil uji chi-square menunjukkan ada hubungan yang bermakna ( $p < 0,05$ ) antara kualitas pelayanan antenatal yaitu keramahan dan komunikasi dengan kepuasan pasien, sedangkan variabel tindakan pelayanan antenatal secara statistik tidak menunjukkan hubungan bermakna. Sementara karakteristik pasien sebagai variabel kontrol meliputi umur, pendidikan, pekerjaan dan gravida, tidak satupun menunjukkan hubungan bermakna ( $P > 0,05$ ) dengan kepuasan pasien. Hasil analisis regresi logistik menunjukkan bahwa faktor yang paling dominan mempengaruhi kepuasan pasien adalah keramahan (OR: 3,64) pada CI95 %: (1,58- 8,37).

Dari hasil penelitian dapat disimpulkan bahwa kepuasan pasien terhadap kualitas pelayanan antenatal di puskesmas di wilayah Kota Banda Aceh masih sangat rendah. Untuk itu perlu peningkatan kualitas pelayanan antenatal terutama dalam hal keramahan dan komunikasi, dengan cara meningkatkan motivasi dari pimpinan, perbaikan system reward dan pelatihan yang berkelanjutan.

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The Relationship of Antenatal Care Quality with Patient Satisfaction at the Health Center of Banda Aceh City, 2002

The Maternal Mortality Rate (MMR) in Indonesia is still high if it compared with the ASEAN countries that are 373/100,000 live births (Household Health Survey, 1995). The result of assessment on Safe Motherhood in Indonesia mentioned that the one influence on MMR is the quality of antenatal care was still low. The government has decided a program on Making Pregnancy Safer (MPS) to lowering the MMR, by increasing the coverage and the quality of antenatal care such as targeted, for first visit of antenatal care / K1 the coverage was 95% and for fourth visits of ANC / K4 was 90%0. In Aceh Province, especially Banda Aceh City the MMR reached 11/4.598 live births, while the coverage of K1 reached 93% and K4 was 83,1%. However, how about the antenatal care quality that given is still unknown. The objective of this study was to obtain information on antenatal care quality and its relation with patient satisfaction, since if the quality is good, it can influence to patient satisfaction.

This study was conducted at the Health Center of Banda Aceh City, which only has six Health Centers. The study designs that use was non-experimental by cross-sectional approach. Research unit was pregnant mothers, and the population was pregnant mothers who's having trimester II and III that visiting those Health Centers at least twice. The method of collecting sample was purposive sampling, with the number of sample 100 respondents. The data collected by interviewing the respondents. The quality of service that measured was the relation between human being, covering: kindness, health worker communication with the patient and also the action that given on ANC.

The result of study shows that the proportion of pregnant mothers that mentioning satisfaction was 44%, ones whose saying that health worker was kind 44%, ones whose mentioned that the health worker have good communication was 43%, and ones whose mentioned that ANC service was good only 41%. The result of chi square test shows that there was significant relationship ( $p < 0,05$ ) between the quality of ANC service, that were the kindness and communication with patient's satisfaction, while variable of action on ANC service based on statistic was not showing the significant relationship. Whereas patient characteristic as control variable, covering: age, education, profession and gravida, was not showing the significant relationship ( $p > 0,05$ ) with the patient satisfaction. The result of logistic regression multivariate analysis shows that the factor which is the most dominant influence to patient satisfaction was kindness (OR: 3,64) on CI 95%: (1,58-8,37).

Based on the result of this study it can be concluded that the patient satisfaction to the quality of ANC service at the Health Center of Banda Aceh City is still very low. It is needed to improve the quality of ANC service, especially on the kindness and communication, by increasing the motivation from the leader, make better the reward system and training continually.