

# Analisis Kinerja Bidan Kelurahan Dalam Pelayanan Antenatal Berdasarkan Standard Based Management and Recognition (SBMR) Di Posyandu, Di Kota Cilegon Tahun 2021 = The Analysis of Community Midwives Performance in Providing Antenatal Care Base on SBMR in Cilegon Cityâs Primary Integrated Healthcare Centres, Year 2021

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## Abstrak

Pada tahun 2019 Puskesmas di Kota Cilegon tidak di lakukan penilaian kinerja individu dalam pelayanan antenatal berdasarkan standard based management and recognition (SBMR). Rujukan pada ibu hamil dapat dilakukan jika pelayanan antenatal sudah sesuai standar. Tujuan penelitian ini adalah untuk mengetahui kinerja bidan kelurahan dalam memberikan pelayanan antenatal berdasarkan SBMR melalui peranan faktor individu (pengalaman), faktor psikologis (sikap dan motivasi) dan faktor organisasi (sumberdaya dan supervisi) di posyandu, di Kota Cilegon tahun 2021. Penelitian ini menggunakan pendekatan kualitatif, yang bertujuan untuk mengetahui kinerja dan mendapatkan informasi dari beberapa informan mengenai suatu proses dan aktivitas pada program pelayanan antenatal care. Agar lebih spesifik pengumpulan data menggunakan metode WM, FGD dan observasi, dilakukan di Puskesmas Citangkil 2 dan Puskesmas Cilegon pada bulan April-mei 2021. Informan utama dalam penelitian ini adalah bidan kelurahan, informan kunci adalah bidan koordinator, kepala puskesmas, dan Kasie Kesga Dinas Kesehatan Kota Cilegon. Hasil penelitian didapatkan kinerja bidan kelurahan tidak sesuai standar. Mayoritas bidan kelurahan sudah mendapatkan pelatihan, mayoritas bidan kelurahan tidak menyetujui penilaian kinerja menggunakan SBMR, motivasi bidan kelurahan masih rendah karena posyandu dilakukan sendiri, tidak ada kesesuaian gaji dengan pekerjaannya, tidak adanya transport posyandu tidak adanya reward, masih ditemukannya sumberdaya yang kurang lengkap di posyandu, dan beberapa informan mengatakan tidak adanya supervisi dalam kinerja bidan, hal tersebut yang menyebabkan kinerja bidan tidak sesuai standar. Kesimpulan kinerja bidan dalam pelayanan antenatal tidak sesuai dengan standar disebabkan karena telah lamanya pelatihan, adanya bidan yang belum mendapatkan pelatihan, motivasi yang rendah, sumberdaya yang tidak memadai dan tidak adanya supervisi.

.....In 2019, Primary Integrated Healthcare Centres in Cilegon City did not conduct individual performance assessments regarding antenatal care based on standard based management and recognition (SBMR). This referral can only be done if antenatal examination is up to standard. The aim of this study is to analyse the performance of community midwives in providing antenatal care based on standard based management and recognition (SBMR) through the role of individuals (experience), psychological factors (attitude and motivation) and organizational factors (resources and supervision) in Cilegon's Integrated Healthcare Centre, year 2021. This study uses a qualitative approach, which aims to discover the performance of informants, and obtain information from the informans regarding the processes and activities that they perform during antenatal care. This research used an in-depth interview and focus group discussion method and was done at Citangkil 2 Primary Healthcare Centre and Cilegon's Public Health Office, from April-May 2021. The main informants in this research were community midwives. Key informants include the head of the midwives organization, head of the primary healthcare centre, and head of the family health

sector in Cilegon's Public Health Office. The result of this study showed that the performance of the community midwives were not up to standard. Furthermore, the majority of community midwives have received training, do not approve of performance assessment using SBMR, have low motivation as they work alone in the integrated healthcare centres, salary is not commensurate with their workload, unavailability of transport, didn't receive any reward, and had a lack of resources in their integrated healthcare centres. Several informants also said that they didn't receive supervision regarding their performance, which caused their performance to be not up to standard. The conclusion is that the performance of midwives in antenatal care is not up to standard because of the length of their training, the absence of training, low motivation, inadequate resources and lack of supervision.