

INTISARI

ANALISIS KUALITAS PELAYANAN KEBIDANAN TERHADAP TINGKAT KEPUASAN PELAYANAN KEBIDANAN KOMPREHENSIF DI PUSKESMAS KABUPATEN BANTUL

ANALYSIS OF MIDWIFERY QUALITY SERVICE ON COMPREHENSIVE MIDWIFERY QUALITY SATISFACTION LEVEL IN PRIMARY HEALTH CARE BANTUL DISTRICT

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Intisari

Latar Belakang: Kepuasan pelayanan dalam perawatan *antepartum, intrapartum, neonatal dan postpartum* sangat berpengaruh terhadap kesehatan ibu dan bayinya. Ketika seorang wanita merasa puas akan pelayanan yang diterimanya hal ini akan meningkatkan kesehatan ibu dan bayinya, hal ini jelas akan mempengaruhi penurunan angka kematian ibu dan bayi. Tujuan dari penelitian ini adalah untuk menganalisis kualitas pelayanan kebidanan komprehensif terhadap tingkat kepuasan pelayanan di Puskesmas Kabupaten Bantul.

Metode: Penelitian kuantitatif dengan rancangan penelitian *survey* dengan pendekatan *cross sectional*. Penelitian ini dilaksanakan dari tanggal 16 November 2018 sampai 30 Desember 2018. Jumlah sampel 75 responden yang diambil di enam puskesmas rawat inap yang berada di wilayah kerja Kabupaten Bantul yang terdiri dari ibu yang melakukan pemeriksaan kehamilan, persalinan dan pemeriksaan nifas di puskesmas tersebut. Alat ukur dalam penelitian ini menggunakan dua kuesioner (kuesioner kualitas pelayanan kebidanan untuk mengukur kualitas pelayanan kebidanan dan kuesioner kepuasan pelayanan untuk mengukur tingkat kepuasan pelayanan) yang sudah dilakukan uji validitas dan reliabilitas. Analisis data menggunakan *chi-square*.

Hasil dan pembahasan: 75 responden dalam penelitian ini mayoritas merasa puas dengan pelayanan kebidanan yang memuaskan sebanyak 32 responden dan responden yang merasa cukup puas dengan pelayanan kebidanan yang memuaskan sebanyak 32 responden. Nilai $p\text{-value} > 0,05$ ($0,266 > 0,05$) sehingga tidak ada hubungan yang signifikan antara kualitas pelayanan kebidanan dengan kepuasan pelayanan.

Kesimpulan: Banyak faktor yang dapat mempengaruhi kualitas pelayanan kebidanan dengan tingkat kepuasan pelayanan diantaranya faktor kebutuhan pribadi, faktor komunikasi internal, dan faktor pelayanan pasien di puskesmas. Sehingga dalam hal ini bidan diharapkan dapat meningkatkan kinerja guna meningkatkan kepuasan pelayanan.

Kata Kunci: *Antenatal care, Intranatal Care, Neonatal Care, Postnatal Care*, Kualitas pelayanan kebidanan, Tingkat kepuasan pelayanan

ABSTRACT

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Background: Service satisfaction in antepartum, intrapartum, neonatal and postpartum care greatly influences the health of the mother and her baby. When a woman is satisfied with the service she receives this will improve the health of the mother and her baby, this will obviously affect the reduction in maternal and infant mortality. The purpose of this study was to analyze the quality of comprehensive midwifery services to the level of service satisfaction in primary health care Bantul District.

Method: Quantitative research with survey research design with cross sectional approach. The research was conducted from November 16, 2018 to December 30, 2018. A total of 75 respondents were taken from six puskesmas inpatients who were in the work area of Bantul District consisting of mothers who conducted antenatal care, delivery and postpartum examinations at the primary health care. Two questionnaire used to measure midwifery quality service and patient satisfaction. These questionnaire had been tested for validity and reliability. Data analysis using chi-square.

Results and discussion: The majority of 75 respondents in this study were satisfied with satisfying midwifery services as many as 32 respondents and respondents who felt quite satisfied with midwifery services were satisfying as many as 32 respondents. The value of $p\text{-value} > 0.05$ ($0.266 > 0.05$) so that there is no significant relationship between the quality of midwifery services and level of service satisfaction.

Conclusion: Many factors can influence the quality of midwifery services with the level of patient satisfaction including personal needs factors, internal communication factors, and patient service factors at the primary health care. So that in this case the midwife is expected to improve performance in order to improve patient satisfaction.

Keywords: Antenatal care, Intranatal care, Level of patient satisfaction, Postnatal care, Neonatal care, Quality of midwifery services