

Determinan Kepuasan Ibu Hamil terhadap Kualitas Pelayanan Antenatal Care di Kabupaten Tuban

Meita Nazla Adila

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Abstrak

<div style="text-align: justify;">Latar Belakang: Kepuasan ibu hamil merupakan indikator penting dalam menilai mutu pelayanan antenatal care (ANC) di fasilitas kesehatan. Penelitian ini bertujuan untuk menganalisis determinan kepuasan ibu hamil terhadap kualitas pelayanan ANC di Kabupaten Tuban. Metode: Penelitian ini menggunakan desain kuantitatif dengan pendekatan cross sectional pada ibu hamil yang mendapatkan pelayanan ANC di puskesmas wilayah Kabupaten Tuban. Variabel yang dianalisis meliputi tingkat kepuasan ibu hamil, tingkat pendidikan, pemberian pelayanan ANC, pengalaman ibu, akses terhadap pelayanan ANC, serta manajemen dan organisasi. Data dianalisis menggunakan uji korelasi dan regresi linier berganda. Hasil: Tingkat kepuasan ibu hamil terhadap pelayanan ANC adalah 81,6%. Sementara itu, tingkat pelaksanaan untuk variabel pemberian pelayanan ANC sebesar 85,3%, pengalaman ibu sebesar 88,35%, akses terhadap pelayanan ANC sebesar 75%, serta manajemen dan organisasi sebesar 77,2%. Uji korelasi yang dilakukan menunjukkan adanya hubungan antara pemberian pelayanan ANC, pengalaman ibu, akses pelayanan, dan manajemen organisasi dengan tingkat kepuasan ibu hamil (p-value <0,001). Faktor manajemen dan organisasi merupakan determinan yang paling berpengaruh terhadap tingkat kepuasan ibu hamil (p < 0,001; B = 0,151; 95% CI = 0,085–0,217) setelah dikontrol dengan variabel tingkat pendidikan. Kesimpulan: Kepuasan ibu hamil terhadap pelayanan ANC di Kabupaten Tuban tergolong tinggi. Faktor manajemen dan organisasi pelayanan menjadi aspek yang paling berpengaruh. Hasil ini menekankan pentingnya tata kelola pelayanan yang baik untuk meningkatkan pengalaman positif ibu selama kehamilan.</div><hr /><div style="text-align: justify;">Background: Maternal satisfaction is an important indicator for assessing the quality of antenatal care (ANC) services in healthcare facilities. This study aimed to analyze the determinants of maternal satisfaction with the quality of ANC services in Tuban Regency, Indonesia. Methods: A quantitative study with a cross-sectional design was conducted among pregnant women who received ANC services at community health centers (puskesmas) in Tuban Regency. The analyzed variables included maternal satisfaction level, education level, ANC service delivery, maternal experience, access to ANC services, and service management and organization. Data were analyzed using correlation and multiple linear regression tests. Results: The overall satisfaction level of pregnant women with ANC services was 81.6%. The implementation levels of ANC service delivery, maternal experience, access to ANC services, and management and organization were 85.3%, 88.35%, 75%, and 77.2%, respectively. Correlation analysis revealed significant relationships between ANC service delivery, maternal experience, service access, and management and organization with maternal satisfaction (p < 0.001). Among these factors, service management and organization showed the strongest influence on maternal satisfaction (p < 0.001; B = 0.151; 95% CI = 0.085–0.217) after it was controlled by education level. Conclusion: Maternal satisfaction with ANC services in Tuban Regency was relatively high. Service management and organizational factors were the most influential determinants, highlighting the importance of effective governance in improving positive maternal experiences during

pregnancy</div>