

# THE RELATIONSHIP OF THE QUALITY OF INTEGRATED ANC SERVICES WITH THE SATISFACTION LEVEL OF PREGNANT MOTHERS IN SEDAYU II HEALTH CENTRE

Mangesti Handayani<sup>1)</sup> Setyowati<sup>2)</sup> Nur Djanah<sup>3)</sup>

<sup>1,3)</sup> Department of Midwifery Poltekkes, Ministry of Health Yogyakarta <sup>2)</sup>

Department of Nutrition Poltekkes, Ministry of Health Yogyakarta

e-mail: [mangestihandayani06@gmail.com](mailto:mangestihandayani06@gmail.com).

## ABSTRACT

**Background:** Maternal and Child Health Poly Service (KIA) at the puskesmas has an important role in improving maternal and child health, one of which is providing 10 T Integrated Antenatal Care (ANC) services for mothers during pregnancy. The quality of ANC services has a significant role in preventing maternal and child mortality. Service quality is related to satisfaction. Satisfaction is the level of a person's perceived state which is the result of comparing the perceived appearance or outcome of a product in relation to one's expectations. Puskesmas Sedayu II is a puskesmas with a decrease in the number of K1 visits in the last three years. The decline from 2019 to 2021 is 9.64%.

**Objective:** To find out the relationship between the quality of integrated ANC services and the level of satisfaction of pregnant women at the Sedayu II Health Center.

**Methods:** This type of research is a quantitative descriptive cross sectional approach. The study was conducted in July 2022. The sample in this study was pregnant women who performed integrated ANC at the Sedayu II Health Center with a total of 31 who were taken by purposive sampling technique. The data collection tool uses a questionnaire. The research variables are the level of quality of integrated ANC services and the satisfaction of pregnant women. This study uses univariate data analysis with a frequency distribution, bivariate analysis with the Kendall Tau Test.

**Results:** The study showed that the characteristics of the respondents were mostly between the ages of 20-35 years (94%), secondary education (74%), not working (77%). The results showed that the quality of integrated ANC services received by respondents was good (97%) and they were satisfied (97%). Furthermore, the results of the statistical test of the relationship between the quality of integrated ANC services and the level of satisfaction found that the majority of respondents who received good service were satisfied (96.7%) with a value of 0.033. This shows that service quality is significant on satisfaction.

**Conclusion:** There is a relationship between the quality of integrated ANC services and the level of satisfaction of pregnant women at the Sedayu II Health Center.

**KEYWORDS:** Integrated ANC, Pregnant Women, Satisfaction

# HUBUNGAN KUALITAS PELAYANAN ANC TERPADU DENGAN TINGKAT KEPUASAN IBU HAMIL DI PUSKESMAS SEDAYU II

Mangesti Handayani<sup>1)</sup> Setyowati<sup>2)</sup> Nur Djanah<sup>3)</sup>

<sup>1,3)</sup>Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta <sup>2)</sup>Jurusan Gizi Poltekkes  
Kemenkes Yogyakarta

e-mail: [mangestihandayani06@gmail.com](mailto:mangestihandayani06@gmail.com).

## ABSTRAK

**Latar Belakang:** Pelayanan Poli Kesehatan Ibu dan Anak (KIA) di puskesmas memiliki peranan yang penting dalam meningkatkan kesehatan ibu dan anak, salah satunya memberikan pelayanan *Antenatal Care* (ANC) Terpadu 10 T bagi ibu selama hamil. Kualitas pelayanan ANC memiliki peran yang cukup besar dalam mencegah kematian ibu dan anak. Kualitas pelayanan berhubungan dengan kepuasan. Kepuasan adalah tingkat keadaan yang dirasakan seseorang yang merupakan hasil dari membandingkan penampilan atau *outcome* produk yang dirasakan dalam hubungannya dengan harapan seseorang. Puskesmas Sedayu II merupakan puskesmas dengan penurunan jumlah kunjungan K1 di tiga tahun terakhir. Penurunan dari tahun 2019 hingga 2021 yaitu 9,64%.

**Tujuan:** Diketuainya hubungan antara kualitas pelayanan ANC terpadu dengan tingkat kepuasan ibu hamil di Puskesmas Sedayu II.

**Metode:** Jenis penelitian ini adalah deskriptif kuantitatif pendekatan *cross sectional*. Penelitian dilakukan pada bulan Juli 2022. Sampel dalam penelitian adalah ibu hamil yang melakukan ANC terpadu di Puskesmas Sedayu II dengan jumlah 31 yang diambil dengan teknik *purposive sampling*. Alat pengumpulan data menggunakan kuesioner. Variabel penelitian adalah tingkat kualitas pelayanan ANC terpadu dan Kepuasan ibu hamil. Penelitian ini menggunakan analisis data univariat dengan distribusi frekuensi, analisis bivariat dengan *Kendall Tau Test*.

**Hasil:** Penelitian menunjukkan karakteristik responden adalah sebagian besar berada pada usia 20-35 tahun (94%), berpendidikan menengah (74%), tidak bekerja (77%). Hasil penelitian menunjukkan kualitas pelayanan ANC terpadu yang diterima responden adalah baik (97%) dan merasa puas(97%). Selanjutnya hasil uji statistic hubungan kualitas layanan ANC terpadu dengan tingkat kepuasan didapatkan mayoritas responden yang mendapatkan layanan baik merasa puas (96,7%) dengan nilai  $p$  0.033. Hal ini menunjukkan bahwa kualitas layanan signifikan pada kepuasan.

**Kesimpulan:** Ada hubungan kualitas pelayanan ANC terpadu dengan tingkat kepuasan ibu hamil di Puskesmas Sedayu II.

**KATA KUNCI:** ANC Terpadu, Ibu Hamil, Kepuasan