

## HUBUNGAN KUALITAS PELAYANAN ANC DENGAN KEPUASAN IBU HAMIL DI PUSKESMAS JETIS I BANTUL TAHUN 2021

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### Abstrak

**Latar Belakang:** Memastikan ibu hamil melakukan pemeriksaan kehamilan adalah salah satu upaya peningkatan derajat kesehatan pada ibu hamil dan janinnya. Motivasi ibu hamil untuk melakukan pemeriksaan kehamilan perlu diimbangi dengan pelayanan yang berkualitas agar ibu hamil puas dan termotivasi untuk melakukan pemeriksaan kehamilan secara rutin. Pada tahun 2019 di Puskesmas Jetis 1 Bantul capaian K1 telah mencapai 100%, tetapi capaian K4 hanya 82,97%. Sehingga penting untuk dilakukan penelitian tentang hubungan kualitas pelayanan ANC dengan kepuasan ibu hamil.

**Tujuan:** Mengetahui hubungan antara kualitas pelayanan ANC dengan kepuasan ibu hamil di Puskesmas Jetis 1 Bantul.

**Metode:** Penelitian ini adalah deskriptif kuantitatif dengan desain *crosssectional*. Populasi dalam penelitian ini adalah ibu hamil yang memeriksakan kehamilannya di Puskesmas Jetis 1 selama tahun 2021, dengan populasi ibu hamil yang periksa ANC dan jumlah sampel sebanyak 55 orang. Data yang digunakan adalah data primer yang dikumpulkan menggunakan kuesioner dalam bentuk *googleform*. Analisis data menggunakan *chi square*.

**Hasil:** Kualitas pelayanan ANC baik sebanyak 78,2% Tingkat kepuasan ibu hamil adalah puas sebanyak 98,2%. *P-value* hubungan antara kualitas pelayanan ANC dengan kepuasan ibu hamil sebesar 0,000 dan OR sebesar 1,333.

**Kesimpulan:** Ada hubungan antara kualitas pelayanan ANC dengan kepuasan ibu hamil di Puskesmas Jetis 1.

**Kata kunci :** kualitas, ANC, kepuasan

# RELATIONSHIP SERVICE QUALITY ANTENATAL CARE WITH SATISFACTION PREGNANT MOTHER IN JETIS I BANTUL PUBLIC HEALTH CENTER 2021

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## Abstract

**Background:** Ensuring pregnant women carry out prenatal check-ups is one of the efforts to improve the health status of pregnant women and their fetuses. The motivation of pregnant women to carry out pregnancy checks needs to be balanced with quality services so that pregnant women are satisfied and motivated to carry out routine pregnancy checks. In 2019 at the Jetis 1 Bantul Health Center the K1 achievement had reached 100%, but the K4 achievement was only 82.97%. So it is important to conduct research on the relationship between the quality of ANC services and the satisfaction of pregnant women.

**The purpose:** To determine the relationship between the quality of ANC services and the satisfaction of pregnant women at the Jetis 1 Bantul Public Health Center.

**The method:** of this research was descriptive quantitative with a cross-sectional design. The population in this study were pregnant women who had their pregnancy checked at the Jetis 1 Public Health Center during 2021, with a population of pregnant women who checked ANC and the number of samples was 55 people. The data used is primary data collected using a questionnaire in the form of google form. Data analysis using chi square.

**Result:** The quality of ANC services is good as much as 78.2% The satisfaction level of pregnant women is satisfied as much as 98.2%. The P-value of the relationship between the quality of ANC services and the satisfaction of pregnant women is 0.000 and the OR is 1.333.

**Conclusion:** It was concluded that there was a relationship between the quality of ANC services and the satisfaction of pregnant women at the Jetis 1 Public Health Center.

**Keywords:** quality, ANC, satisfaction