

GAMBARAN TINGKAT KEPUASAN IBU HAMIL YANG MENGUNAKAN BPJS DI PUSKESMAS NGAGLIK 2 KABUPATEN SLEMAN

Tri Puji Hastuti¹, Reni Merta Kusuma²

INTISARI

Latar Belakang: Angka Kematian Ibu (AKI) dilaporkan sebesar 101/100.000 kelahiran hidup. *Antenatal Care* (ANC) merupakan pondasi utama untuk menurunkan angka kematian ibu. Dengan ANC yang berkualitas pelayanan lainnya akan ikut berkualitas. Cara paling mudah untuk mengukur kualitas adalah dengan mengetahui tingkat kepuasan ibu hamil. Kabupaten Sleman merupakan kabupaten dengan jumlah ibu hamil terbesar yaitu 15.441 ibu hamil. Puskesmas Ngaglik 2 adalah Puskesmas yang telah bersertifikat ISO dan rencana Akreditasi. Hasil wawancara sebagian ibu hamil puas dengan pelayanan ANC yang diberikan bidan, namun tanpa melihat latar belakang pasien. Peneliti tertarik untuk meneliti kepuasan pada pasien dengan status kunjungan menggunakan BPJS.

Tujuan: Mengetahui Gambaran Tingkat Kepuasan ibu hamil yang menggunakan BPJS di Puskesmas Ngaglik 2 Sleman

Metode: Penelitian ini menggunakan metode observasional yang bersifat deskriptif. Pengambilan sampel dengan *accidental sampling*. Besar sampel 35 ibu hamil yang sesuai dengan kriteria inklusi.

Hasil : Ibu hamil merasa belum puas dengan pelayanan yang diterimanya yaitu sebesar 57,1% atau sekitar 20 responden dan sisanya sebesar 42,9% atau sebesar 15 responden puas dengan pelayanan yang diberikan.

Kesimpulan : Persepsi ibu hamil terhadap pelayanan yang diterimanya masih lebih rendah dari harapan ibu hamil. Ibu hamil belumpuas dengan pelayanan yang diterimanya.

Kata Kunci : Kepuasan Pelayanan

¹Mahasiswa D III Kebidanan STIKES A.Yani Yogyakarta

²Dosen Pembimbing D III Kebidanan STIKES A.Yani Yogyakarta

THE DESCRIPTION OF SATISFACTION LEVEL OF PREGNANT MOTHERS WHO APPLIED BPJS IN NGAGLIK 2 COMMUNITY HEALTH CENTER, SLEMAN REGENCY

Tri Puji Hastuti¹, Reni Merta Kusuma²

ABSTRACT

Background : Maternal mortality rate (AKI) is reported as many as 101/100.000 live births. Antenatal care (ANC) is the fundamental base to decrease maternal mortality rate. Quality antenatal cares will also prompt other cares toward the quality ones. The easiest method for measuring quality is through the identification of satisfaction level of pregnant mothers. Sleman is the regency will the biggest number of pregnant mothers as many as 15.441 pregnant mothers. Ngaglik 2 community health center is a community health center certified with ISO and accreditation plan. Interviews with some pregnant mothers indicated satisfaction with ANC cares provided by midwives, but without concerning patients' backgrounds. The researcher had an interest to make a study on satisfaction of patients with visitation status of applying BPJS.

Objective : To find out the description of satisfaction level of pregnant mothers who applied BPJS in Ngaglik 2 Community Health Center, Sleman Regency.

Method : This study applied descriptive observational method. Samples were selected through accidental sampling method as many 35 pregnant mothers who met inclusion criteria.

Result : Pregnant mothers remained unsatisfied with the cares they received as many as 57,1% or around 20 respondent while the rest of them were satisfied with the cares given as many as 42,9% or 15 respondent.

Conclusion : The perception of pregnant mothers about the cares they received remained lower than the hope of pregnant mothers. Pregnant mothers were unsatisfied with the cares they received

Keyword : Satisfaction of care.

¹A student of Diploma III Midwifery Study Program of A.Yani Yogyakarta High School of Health Science

²A counseling lecturer of Diploma III Midwifery Study Program of A.Yani Yogyakarta High School of Health Science.