

Gambaran Kualitas Pelayanan ANC pada Ibu HaMil di Puskesmas Depok III, Sleman, Yogyakarta

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INTISARI

Latar Belakang: Peningkatan derajat kesehatan masyarakat melalui peningkatan akses terhadap pelayanan kesehatan yang mencakup peningkatan umur harapan hidup mengacu kepada “*safe motherhood*” yang dinyatakan dalam empat pilar yaitu keluarga berencana, pelayanan antenatal, persalinan bersih dan aman, dan pelayanan *obstetri essensial*. Departemen kesehatan dalam mempercepat penurunan AKI mengacu kepada pilar kedua yaitu asuhan antenatal yang bertujuan untuk memantau perkembangan kehamilan dan mendeteksi dini adanya kelainan. Ketika pelayanan ANC yang belum sesuai harapan mendorong terselenggaranya penelitian ini untuk mengetahui pengaruh persepsi kualitas pelayanan ANC terhadap kualitas pelayanan.

Tujuan: Mengetahui gambaran kualitas pelayanan ANC pada ibu hamil di Puskesmas Depok III, Sleman.

Metode: Penelitian ini menggunakan jenis penelitian *deskriptif kuantitatif* dengan metode penelitian *survei deskriptif*. Penelitian ini dilakukan dengan pendekatan cross-sectional, pengambilan sampel dengan metode *purposive sampling*. Besar sampel 48 ibu hamil yang sesuai dengan kriteria inklusi dan eksklusi. Analisis data menggunakan univariat.

Hasil: Hasil dari penelitian ini didapatkan dari 48 responden 27 responden atau 56,3% mengatakan pelayanan yang diberikan tidak berkualitas dan 21 responden atau 43,8% mengatakan pelayanan yang diberikan sudah berkualitas. Secara bersamaan variabel yang berpengaruh adalah *Tangible* (-0,11), *Reliability* (-0,25), *Responsiveness* (-0,17), *Assurance* (-0,19), dan *Emphaty* (-0,26). Perbaikan kualitas *Tangible*, *Reliability*, *Responsiveness*, *Assurance*, dan *Emphaty* pada pelayanan ANC diperlukan dalam peningkatan kualitas pelayanan.

Kesimpulan : Yang paling berpengaruh adalah dimensi kualitas pelayanan yaitu *Tangible*, *Reliability*, *Responsiveness*, *Assurance*, dan *Emphaty*.

Kata Kunci : Kualitas, Pelayanan ANC, Ibu Hamil

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THE OVERVIEW SERVICE QUALITY OF ANC ON EXPECTANT MOTHERS AT PUBLIC HEALTH CENTER OF DEPOK III SLEMAN YOGYAKARTA

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ABSTRACT

Background: The Improvement of community health status through improved access to health services include increased of life expectancy refers to the "safe motherhood" which expressed in four pillars: family planning, antenatal care, clean and safe childbirth and essential obstetric care. Health department in speed up on reduction the maternal mortality ratio refers to the second pillar that antenatal care which aims to monitor the progress of pregnancy and detect early abnormalities. When the antenatal care service that has not as expected, encouraging this research to find out the influence of perception of antenatal care quality against the service quality.

which given is qualified then the patient will be satisfied and will often do ANC visit.

Objective: to know the overview service quality of ANC on expectant mothers at public health center of Depok III Sleman Yogyakarta.

Method: This research used kind of quantitative descriptive with survei deskriptif method. This research did by cross-sectional approach, sampling used purposive sampling technique. The number of sample 48 expectant mothers who are appropriate with inclusion and exclusion criteria. Data analysis used univariate.

Result: This research result obtain that from 48 respondents 27 respondents or 56,3% said that the service that given was not qualified and 21 respondents or 43,8% said that the service that given was qualified already. The variables that have influence together against maternal satisfaction were Tangible (-0,11), Reliability (-0,25), Responsiveness (-0,17), Assurance (-0,19), and Emphaty (-0,26). Quality improvement or Tangible, Reliability, Responsiveness, Assurance, and Emphaty of antenatal care needed for increasing maternal satisfaction.

Conclusion: The most effected is dimension of service quality that is Tangible, Reliability, Responsiveness, Assurance, and Emphaty.

Key of term: Quality, ANC Service, Expectant Mothers

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