

GAMBARAN TINGKAT KEPUASAN IBU HAMIL TRIMESTER III DALAM PELAYANAN ANTENATAL CARE DI PUSKESMAS BANGUNTAPAN II BANTUL

INTISARI

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Latar Belakang : Pelayanan *antenal care* merupakan pelayanan kesehatan oleh tenaga kesehatan terlatih untuk ibu selama masa kehamilannya. Menurut profil kesehatan indonesia tahun 2014 cakupan K4 belum mencapai target yaitu 86,70%. Untuk pencapaian target K4 diperlukan peningkatan kepuasan pasien dalam pelayanan ANC sehingga tercapainya cakupan K4 sesuai yang diharapkan. Hasil studi pendahuluan di Puskesmas Banguntapan II diperoleh data cakupan K4 paling terendah yaitu sebesar 78,77%.

Tujuan penelitian : Diketuinya tingkat kepuasan ibu hamil trimester III dalam pelayanan ANC di Puskesmas Banguntapan II.

Metode penelitian : Desain penelitian ini adalah deskriptif kuantitatif. Teknik sampling yang digunakan adalah *purposive sampling* dengan jumlah sample sebesar 50 ibu hamil. Penelitian ini menggunakan kuesioner tertutup sebagai alat ukur dan analisis data menggunakan univariat.

Hasil : Ibu hamil trimester III memiliki tingkat kepuasan berdasarkan dimensi *tangible* mayoritas puas sebanyak 66%, dimensi *responsiveness* mayoritas tidak puas sebanyak 40%, dimensi *reliability* mayoritas puas sebanyak 56%, dimensi *emphaty* mayoritas puas sebanyak 62%, dan dimensi *assurance* mayoritas tidak puas sebanyak 58%.

Kesimpulan : Tingkat kepuasan ibu hamil trimester III dalam pelayanan ANC di Puskesmas Banguntapan II termasuk dalam kategori tidak puas sebanyak 56%.

Kata kunci : Tingkat kepuasan, ibu hamil, pelayanan ANC

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**SATISFACTION LEVEL OVERVIEW OF TRIMESTER III PREGNANT
MOTHERS IN THE ANTENATAL CAE SERVICE
IN BANGUNTAPAN II COMUNITY HEALTH
CENTERS BANTUL**

ABSTRACT

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Background : Antenatal care is health service that was treat by trained medical personnel for ptregnant mothers during their pregnancy. According to Indonesian health profile in 2014, the scope of K4 was not reach the target yet wich was 86,70% to reach the K4 target, improvements of patient statisfactions is neede in ANC service so that the scape of K4 was reached as its expected. Ther result of preliminary study in Banguntapan II comunity health centers was that the lowest scope of K4 was 78,77%.

Objective : To know the statisfaction level of trimester III pregnant mothers in the ANC service in Banguntapan II comunity health centers.

Methods : The reseach desgin was descriptive-quantitative design. The sampling technique used in this research was purposive sampling with a samples of 50 pregnant mothers. The research was using closed questionnaire as measuring instrument and the data were analyzed using univariiate data analysis.

Result : Trimester III pregnant mothers statisfaction Level according to tangbile dimension were majority in statisfied level wich as many as 66%, responsiveness dimension were majority in unsatisfie level wich as many as 40%, reliability dimension were majority in statisfied level wich as many as 56%, emphaty dimension were majority in statisfied level wich as many as 62%, and assurance dimension were majority in unsatisfied level wich as many as 58%.

Conclusion : The statisfaction level of trimester IIIpregnant mothers in the ANC srvice in Banguntapan II comunity health centers was in unsatisfied categorized wich was 56%.

Keyword : The statisfaction, pregnant mothers, antenatal care

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