

GAMBARAN KEPUASAN IBU HAMIL DALAM PELAYANAN ANTENATAL CARE DI WILAYAH KERJA PUSKESMAS PANGGANG II GUNUNGGKIDUL

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INTISARI

Latar Belakang: Hasil SDKI tahun 2012 menunjukkan bahwa angka kematian ibu (AKI) di Yogyakarta mempunyai angka yang relatif tinggi, yaitu sebesar 25 per 100.000 kelahiran hidup. Dinas Kesehatan Gunungkidul menunjukkan bahwa angka kematian ibu masih tinggi berjumlah 161 per 100.000 kelahiran hidup, penyebab utama kematian ibu diantaranya disebabkan oleh eklamsia dan perdarahan. Kepuasan adalah suatu keadaan yang dirasakan konsumen setelah dia mengalami suatu kinerja atau hasil yang telah memenuhi berbagai harapannya, beberapa kepuasan pelayanan yaitu komunikasi dari mulut ke mulut, kebutuhan pribadi, pengalaman masa lalu. Faktor-faktor yang mempengaruhi kepuasan yaitu empati, pemahaman, penampilan fisik, biaya dan kecepatan petugas. Hasil studi pendahuluan yang dilakukan pada bulan Juni 2015 pada tanggal 12 responden menunjukkan 6 orang (60%), mempunyai tingkat kepuasan yaitu sangat puas dan 2 orang (20%) mempunyai tingkat kepuasan tidak puas.

Tujuan penelitian: Mengetahui Gambaran Kepuasan Ibu Hamil Dalam Pelayanan *Antenatal Care* di Wilayah Kerja Puskesmas Panggang II Gunungkidul.

Metode penelitian: Metode yang digunakan adalah deskriptif dengan rancangan penelitian survey deskriptif, populasi yang diambil dalam penelitian ini yaitu semua ibu hamil sejumlah 116 orang. Mengambil rata-rata populasi ibu hamil sebanyak 90 orang. Sampel diambil secara *Purposive Sampling* dan pengumpulan menggunakan data primer. Data dikumpulkan dengan kuesioner, analisis data menggunakan analisa deskriptif.

Hasil penelitian: Hasil penelitian ini antara lain: Puas sejumlah 70 responden (77,8%), sangat puas sejumlah 13 responden (14,4%), tidak puas sejumlah 7 responden (7,8%).

Kesimpulan: Kepuasan dalam pelayanan *Antenatal Care* dalam sebagian besar kategori puas sejumlah 70 responden (77,8%), dalam kategori sangat puas sejumlah 13 responden (14,4%) dan sebagian kecil kategori tidak puas sejumlah 7 responden (10,0%).

Saran: Disarankan untuk ibu hamil agar rutin untuk memeriksa kehamilannya, bidan lebih meningkatkan kualitas pelayanan *Antenatal Care* dan menjadi sumber bacaan bagi pembaca.

Kata kunci: Kepuasan, Pelayanan

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**THE DESCRIPTION OF SATISFACTION OF PREGNANT MOTHERS IN
ANTENATAL CARE IN PANGGANG II COMMUNITY HEALTH
CENTER AUTHORITY AREA, GUNUNG KIDUL**

ABSRTACT

Background: The result of SDKI 2012 figured out that maternal mortality rate (AKI) in Yogyakarta had a relatively high rate as many as 25 cases per 100.000 live birth. The health agency of Gunung Kidul documented that maternal mortality rate remains high as many as 161 cases per 100.000 live births. Some of the primary causes of maternal mortality are eclampsia and hemorrhage. Satisfaction is a condition that is felt by patients after they experience the result or performance which fulfill their expectations. Some of satisfaction on care are mouth-to-mouth communication, personal needs, past experiences. Factors which influence satisfaction are **emphaty**, understanding, physical appearance, cost, and health workers' quick responses. Preliminary study conducted on 12 June 2015, identified 6 respondents (60%) who had satisfaction level of highly satisfied and 2 respondents (20%) who had been unsatisfied.

Obejctive: To find out **THE DESCRIPTION OF SATISFACTION OF PREGNANT MOTHERS IN ANTENATAL CARE IN PANGGANG II COMMUNITY HEALTH CENTER AUTHORITY AREA, GUNUNG KIDUL**

Method: This study used descriptive method with descriptive survey design. Population in this study was all pregnant mothers as many as 116 respondents which were selected into 90 pregnant mothers at average. Samples were selected through purposive sampling with questionnaires. Data analysis applied descriptive analysis.

Result : The result of this study identified 70 respondents (77,8%) were satisfied, 13 respondents (14,4%) were highly satisfied, and 7 respondents (7,8%) were unsatisfied.

Conclusion : Satisfaction in antenatal care was mostly in "satisfied" category as many as 70 respondents (77,8%), "highly satisfied" category as many as 13 respondents (14,4%), and "unsatisfied" as many as 7 respondents (14,4%).

Recommendation : It is recommended that pregnant mothers make routine health examination on their pregnancies, midwives improve antenatal care quality and this study becomes a reference for readers.

Keyword : Satisfaction, Care.

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