

ABSTRAK

ANALISIS KEPUASAN PELAYANAN ANTENATAL CARE DI PUSKESMAS KUJANG SARI KOTA BANDUNG TAHUN 2022

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Salah satu upaya yang dilakukan dalam penurunan AKI adalah mendekatkan pelayanan kesehatan melalui pelayanan ANC. Namun dalam pemberian pelayanan, kepuasan ibu hamil perlu diperhatikan karena dapat mempengaruhi mutu pelayanan yang akan diterima oleh ibu hamil. Tujuan dari penelitian ini untuk mengetahui bagaimana gambaran karakteristik responden umur, Pendidikan dengan kepuasan pelayanan ANC di Puskesmas Kujang Sari. Penelitian ini menggunakan penelitian kuantitatif deskriptif dengan pendekatan *cross sectional*. Populasi dan sampel adalah ibu hamil yang melakukan kunjungan K1-K4 di Puskesmas Kujang Sari dari bulan Agustus-September. Hasil penelitian menunjukkan bahwa kepuasan ibu hamil pada pelayanan *antenatal care* di Puskesmas Kujang Sari berdasarkan dimensi *tangible* sebagian besar memuaskan sebanyak 89,4% dan kurang memuaskan sebanyak 10,6%, dimensi *reliability* yaitu sangat memuaskan sebanyak 100%, dimensi *responsiveness* sebagian besar sangat memuaskan sebanyak 93,9% dan kurang memuaskan sebanyak 6,1%, dimensi *assurance* sebagian besar sangat memuaskan sebanyak 97% dan kurang memuaskan sebanyak 3%, dimensi *empathy* sebagian besar sangat memuaskan sebanyak 98% dan kurang memuaskan sebanyak 2%. Puskesmas sebaiknya meningkatkan pelayanan kesehatan agar kepuasan pasien dapat terus meningkat.

Kata Kunci : Kepuasan Ibu Hamil, Puskesmas, Pelayanan Antenatal Care (ANC)

ABSTRACT

SATISFACTION ANALYSIS OF ANTENATAL CARE SERVICES IN KUJANG SARI PUSKESMAS, BANDUNG CITY IN 2022

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One of the efforts to reduce MMR is to bring health services closer through ANC services. However, in the provision of services, the satisfaction of pregnant women needs to be considered because it can affect the quality of services that will be received by pregnant women. The purpose of this study was to determine how the characteristics of respondents aged, education with satisfaction with ANC services at Kujang Sari Health Center were described. This research uses descriptive quantitative research with cross sectional approach. The population and sample were pregnant women who visited K1-K4 at the Kujang Sari Health Center from August-September. The results showed that the satisfaction of pregnant women in antenatal care services at the Kujang Sari Health Center based on the tangible dimension was mostly satisfactory as much as 89.4% and less than 10.6%, the reliability dimension was very satisfactory as much as 100%, the responsiveness dimension was mostly very satisfactory as much as 93.9% and 6.1% unsatisfactory, the assurance dimension is mostly very satisfactory as much as 97% and unsatisfactory as much as 3%, the empathy dimension is mostly very satisfactory as much as 98% and unsatisfactory as much as 2%. Puskesmas should improve health services so that patient satisfaction can continue to increase.

Keywords: *Satisfaction of Pregnant Women, Puskesmas, Antenatal Care (ANC) Services*