

TINGKAT KEPUASAN IBU HAMIL TERHADAP PELAYANAN ANTENATAL CARE DI PUSKESMAS BANGUNTAPAN I BANTUL YOGYAKARTA TAHUN 2010¹

INTISARI

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Latar belakang: Angka Kematian Ibu (AKI) di Indonesia dewasa ini masih tinggi. Berbagai upaya untuk menurunkan AKI diantaranya adalah melalui pelayanan *antenatal care* yang diberikan kepada ibu hamil secara berkala selama masa kehamilan. Dalam penerapan operasionalnya pelayanan *ANC* dikenal dengan standar “7T” meliputi pemeriksaan: timbang berat badan, ukur tekanan darah, tinggi fundus uteri, pemberian imunisasi tetanus *toxoid*, pemberian tablet zat besi minimal 90 tablet, tes terhadap penyakit menular, temu wicara dalam rangka persiapan rujukan (Saifuddin,2002). Hal ini bertujuan untuk memastikan kemajuan kesehatan ibu, meningkatkan kesehatan fisik, mental, dan sosial, mengetahui komplikasi dan penyimpangan yang terjadi selama kehamilan, mempersiapkan kesehatan selama masa hamil, persalinan, nifas, serta kelahiran bayi yang sehat. Suatu pelayanan dinilai memuaskan apabila dapat memenuhi kebutuhan dan harapan pelanggannya. Kepuasan merupakan sesuatu yang subjektif yang banyak dipengaruhi oleh banyak faktor, diantaranya: ketepatan waktu, dapat dipercaya, kemampuan teknis, diharapkan, berkualitas, dan harga yang sepadan. Interaksi faktor-faktor tersebut akan mempengaruhi tingkat kepuasan seseorang terhadap pelayanan *antenatal care* yang diterimanya.

Tujuan: Untuk mengetahui tingkat kepuasan ibu hamil terhadap pelayanan *antenatal care* di Puskesmas Banguntapan I Bantul Yogyakarta tahun 2010.

Metode: Penelitian ini merupakan penelitian deskriptif kuantitatif dengan menggunakan pendekatan waktu *cross sectional* pada ibu hamil yang berkunjung di Puskesmas Banguntapan I Yogyakarta yang dilakukan pada bulan September-Oktober tahun 2010.

Hasil: Mayoritas ibu hamil puas terhadap *tangibles* (bukti langsung) pada pelayanan *ANC* sebanyak 35 orang (70%), terhadap *reliability* (kehandalan) sebanyak 20 orang (40%), terhadap *responsiveness* (daya tangkap) sebanyak 28 orang (56%), terhadap *assurance* (jaminan) sebanyak 24 orang (48)% dan terhadap *empaty* (empati) sebanyak 28 orang (56%).

Kesimpulan: Mayoritas ibu hamil puas terhadap keseluruhan pelayanan *antenatal care* yang diberikan Puskesmas Banguntapan I Bantul Yogyakarta yaitu sebanyak 27 orang (54%). Ibu hamil yang mendapatkan pelayanan *antenatal* yang baik maka akan merasa sangat puas dan bahkan bahagia karena pihak Puskesmas seakan-akan mengerti akan kebutuhannya dengan memberikan pelayanan yang lebih, sehingga mereka sangat diperhatikan.

Kata kunci: kepuasan, kualitas pelayanan, *antenatal care*.

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**LEVEL OF SATISFACTION OF PREGNANT WOMEN IN PUBLIC HEALTH
CARE SERVICES FOR ANTENATAL BANGUNTAPAN I BANTUL
YOGYAKARTA YEAR 20 101**

ABSTRACT

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Background: Maternal Mortality Rate (MMR) in Indonesia today is still high. Various efforts to reduce maternal mortality through services such as antenatal care provided to pregnant women regularly during pregnancy. In the application of ANC service operation known as the standard "7T" includes examination: weight loss weigh, measure blood pressure, height of fundus uteri, the provision of tetanus toxoid immunization, iron supplementation of at least 90 tablets, testing of infectious diseases, colloquium in preparation for referral (Saifuddin, 2002). This aims to ensure progress in maternal health, improve physical health, mental, and social, knowing complications and irregularities that occur during pregnancy, prepare health during pregnancy, childbirth, postpartum, and the birth of a healthy baby. A service is considered satisfactory if it can meet the needs and expectations of customers. Satisfaction is something that is subjective is heavily influenced by many factors, including: punctuality, reliability, technical ability, hopefully, quality, and price is worth it. The interaction of these factors will affect a person's level of satisfaction of antenatal care received.

Objective: To determine the level of satisfaction with pregnant women to antenatal care services at community health centers Banguntapan I Bantul Yogyakarta in 2010.

Methods: This was a descriptive quantitative research using the cross sectional approach in pregnant women who visited the health center in Yogyakarta Banguntapan I conducted in September-October 2010.

Results: The majority of pregnant women were satisfied with the tangibles (direct evidence) to service the ANC as many as 35 people (70%), on reliability (reliability) of 20 people (40%), on the responsiveness (the capture) as many as 28 people (56%), of assurance (guarantee) as many as 24 people (48)% and against empathy (empathy) as many as 28 people (56%).

Conclusion: The majority of pregnant women were satisfied with the overall service provided antenatal care center Banguntapan I Bantul Yogyakarta as many as 27 people (54%). Pregnant women who receive antenatal care is good it will feel very satisfied and even happy that the health center as if it understood the need to provide better service, so they are all concerned.

Key words: satisfaction, quality of services, *antenatal care*.

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