

**GAMBARAN MUTU PELAYANAN DAN TINGKAT KEPUASAN IBU  
HAMIL TRIMESTER III OLEH BIDAN DALAM PENANGGULANGAN  
ANEMIA DI PUSKESMAS PAJANGAN KABUPATEN BANTUL**

**YOGYAKARTA**

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**INTISARI**

**Latar Belakang :** Jaminan mutu merupakan suatu proses upaya yang dilaksanakan secara berkesinambungan dalam menetapkan masalah dan penyebab masalah pelayanan kesehatan yang diselenggarakan. Dari studi pendahuluan di Puskesmas Pajangan diketahui sebanyak 281 ibu hamil (22,46%) memeriksakan Hb untuk pertama kali dengan dua kriteria yaitu  $Hb < 11 \text{ gr}^{\circ}$  sebanyak 95 orang (33,81%), dan  $Hb \geq 11 \text{ gr}^{\circ}$  sebanyak 186 orang (66,19%). Terciptanya kualitas mutu pelayanan ANC dengan menurunkan kejadian anemia akan menciptakan kepuasan terhadap ibu hamil.

**Tujuan :** Mengetahui mutu pelayanan dan tingkat kepuasan ibu hamil trimester III oleh Bidan dalam penanggulangan anemia di Puskesmas Pajangan Kabupaten Bantul Yogyakarta.

**Metode :** Jenis penelitian *deskriptif kuantitatif* dengan pendekatan *cross sectional*. Sampel yang digunakan dalam penelitian ini sebanyak 85 ibu hamil yang memeriksakan kehamilannya. Teknik sampel menggunakan *accidental sampling*. Data dikumpulkan menggunakan kuesioner kemudian dianalisis *univariate* dengan persentase.

**Hasil :** Penelitian dari 85 responden, pengukuran terhadap mutu pelayanan *antenatal* didapatkan 47 responden (55,3%) menyatakan kurang baik. Hasil pengukuran terhadap tingkat kepuasan didapatkan 59 responden (69,4%) menyatakan kurang puas. Hasil Distribusi kejadian anemia didapatkan sebesar 17 reponden (20%) mengalami anemia.

**Kesimpulan :** Mutu pelayanan *antenatal* pada ibu hamil trimester III mayoritas responden menyatakan kurang baik, tingkat kepuasan ibu hamil trimester III mayoritas menyatakan kurang puas dan tingkat kejadian anemia mayoritas tidak mengalami anemia.

**Kata Kunci :** Ibu Hamil, Mutu Pelayanan, Tingkat Kepuasan, Anemia pada Kehamilan.

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**Picture Quality Of Service And The Level Of Satisfaction Of Third Trimester Pregnant Women By Midwives In The Prevention Of Anemia In The Health Center Pajangan Regency Bantul Yogyakarta**

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ABSTRACT

**Background :** Quality assurance is a process that is carried out in a continuous effort in defining the problem and the cause of health care issues organized. From preliminary studies in the health center Pajangan known as 281 pregnant women ( 22.46 % ) for the first time examined Hb with two criteria: Hb < 11 g% as many as 95 people ( 33 , 81 % ) , and Hb > 11 g% as many as 186 people ( 66.19 % ). The creation of the quality of service quality by reducing the incidence of anemia ANC will certainly create satisfaction for pregnant women .

**Aim :** Knowing the quality of service and satisfaction levels of third trimester pregnant women by midwives in the prevention of anemia in the health center Pajangan regency Bantul Yogyakarta.

**Method :** Quantitative descriptive research with cross sectional approach. The sample used in this study were 85 pregnant women who checkups. Engineering samples using accidental sampling. Data were collected using a questionnaire and analyzed by univariate analysis with percentages.

**Result :** The study of 85 respondents, measurement of the quality of antenatal services obtained 47 respondents ( 55.3 % ) expressed less well. Results of measurement of the level of satisfaction obtained 59 respondents ( 69.4 % ) expressed less satisfaction. Distribution anemia results obtained by 17 respondents ( 20 % ) had anemia.

**Conclusion :** Quality antenatal care to pregnant women in the third trimester the majority of respondents expressed less well, the level of satisfaction of third trimester pregnant women the majority of states are less satisfied and the level of anemia majority did not have anemia

**Keywords:** Pregnancy , Service Quality , Satisfaction , Anemia in Pregnancy

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