

THE CORRELATION BETWEEN SATISFACTION OF ANTENATAL CARE SERVICES AND VISITS OF PREGNANT WOMEN DURING THE PANDEMI PERIOD AT PEGANTENAN PUSKESMAS, PAMEKASAN DISTRICT

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ABSTRACT

The COVID-19 pandemic has harmed health services, one of which is a decrease in the number of visits. At the Pegantenan Community Health Center, Pamekasan Regency, Madura, it was 41% from 2019 with only 194 pregnant women visiting in 2021. Besides that, the regularity of ANC visits is influenced by the satisfaction of pregnant women in getting services. This study aims to analyze the relationship between satisfaction with antenatal care services and visits by pregnant women during the pandemic at the Pegantenan Health Center. This type of research is quantitative research with a cross-sectional research design. Determination of the sample by purposive sampling technique. The research was conducted at the Pegantenan Health Center in May 2022 and 44 respondents were involved in this study. Respondents were given a questionnaire to determine the variables of satisfaction with ANC services and the number of visits. The statistical test used SPSS version 22 software, the test used was chi-square with a value of $p < 0.05$. Based on the research and filling out the questionnaire that was filled in by 44 respondents in the 3rd trimester of pregnancy, 82% of pregnant women were declared satisfied and 18% expressed dissatisfaction with antenatal care services at the Pegantenan Health Center; 89% of pregnant women make visits according to the minimum standard of antenatal care visits and 11% of pregnant women do not make visits according to the minimum standard of antenatal care visits. The results of the study after the chi-square analysis test was carried out, the Asymp. The Sig value was 0.000 or the value of $p < 0.05$. There was a correlation between satisfaction with antenatal care services and visiting pregnant women during the pandemic at the Pegantenan Health Center.

Keywords: Pregnant women, COVID-19 pandemic, ANC



Received : Sept 20, 2022

Received in revised form : Oct 15, 2022

Accepted : Oct 28, 2022

INTRODUCTION

Currently, all countries in the world are faced with the condition of the COVID-19 pandemic which causes anxiety for everyone. There has been an increase in the death rate of pregnant

women during the COVID-19 pandemic. Data from the Mexican Ministry of Health in 2020 showed that there were 17 maternal deaths with characteristics related to COVID-19, in Brazil there were 20 maternal deaths related to COVID-19 and in Indonesia, there were 4.9% of

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pregnant women confirmed positive for COVID-19 out of 1,483 confirmed cases who had data on co-morbid conditions.¹⁻²

COVID-19 has also contributed to a decrease in ANC visits. East Java Pregnant Women Visits in 2020 decreased by 67.5%. Pamekasan Regency has decreased visits by 57% since 2019. At the Pegantenan Health Center, Pamekasan Madura Regency, it is 41% from 2019.³

Besides that, the regularity of ANC visits is influenced by the satisfaction of pregnant women in getting services. As is known, clients or patients often demand complete service. Patient satisfaction is the main goal of the puskesmas with the hope that patients will make repeat visits to the puskesmas. Patients who are satisfied with health services have the opportunity to be interested in making a repeat visit.¹⁻³ The purpose of this study was to analyze the relationship between satisfaction with *antenatal care services* and visiting pregnant women during the pandemic at the Pegantenan Health Center.

MATERIAL AND METHOD

This was quantitative research with a *cross-sectional* research design.⁴ The sample used was third-trimester

pregnant women who visited the Pegantenan Health Center. Determination of the sample by *purposive sampling technique*, with the following criteria:

- Inclusion criteria: Repeat visits or more than 1 visit
- Exclusion criteria: First visit or only 1 visit

The independent variable in this study is the level of satisfaction of pregnant women with *antenatal care services*, and the dependent variable in this study is the number of visits by pregnant women during the pandemic. This study used secondary data in the form of cohorts of pregnant women and ANC visit books. Apart from that, using a questionnaire adapted from the Patient Satisfaction Questionnaire for Inpatient Services at the Cibaliung Banten Health Center in 2019. The statistical test of this study used SPSS version 22 software, the test used was *chi-square* with a value of $p < 0.05$.

RESULT

The Pegantenan Health Center is located in the northern part of Pegantenan sub-district, with an area of 16,000 km² with 8 sub-districts/villages covered: Palesanggar , Pasanggar , Pegantenan ,

West Tebul , East Tebul , West Monthly, Tanjung and Ambender.

44 respondents in the 3rd trimester of pregnant women who visited the Pegantenan Health Center, it was found that the majority were Madurese, namely 86% of the total respondents; 52% have secondary education (SMA); 75% are at productive age (18-35 years); 70% as housewives or not working and 64% are multiparous mothers.

Based on research and filling out questionnaires that were filled in by 44 respondents in Trimester 3 pregnant women, 82% of pregnant women were

declared satisfied and 18% expressed dissatisfaction with *antenatal care services* at the Pegantenan Health Center; 89% of pregnant women make visits according to the minimum standard of *antenatal care visits* and 11% of pregnant women do not make visits according to the minimum standard of *antenatal care visits* . From these results, after carrying out the chi-square analysis test, we get an Asymp.Sig value of 0.000 or a value of $p < 0.05$.

Table 1. The correlation between ANC Satisfaction and Number of Visits

		Satisfaction				Total	
		Satisfied		not satisfied			
		Σ	%	Σ	%	Σ	%
Number of Visits	In accordance	35	80%	4	9%	39	89%
	it is not in accordance with	1	2%	4	9%	5	11%
Total		36	82%	8	18%	44	100%
p-value = 0,000							

DISCUSSION

During the COVID-19 pandemic, health service activities at the Pegantenan Health Center were strictly limited to reduce the risk of transmission of COVID-19 to pregnant women, this can be seen from the distribution of visiting hours according to service needs,

implementation of health protocols according to the Pegantenan Health Center area, reducing activities - Puskesmas activities that cause crowds such as Posyandu.

Satisfaction is the level of one's feelings after comparing a result that is felt with one's expectations so it can be

stated that the expectation of the result that is felt is the main component of consumer satisfaction.⁵ Pregnant women come to the Puskesmas to provide health services, pregnant women have an image or expectation for the services they receive. The perspective of pregnant women on service quality is very important because the satisfaction of pregnant women in obtaining antenatal care services is more likely to determine repeat visits at the Pegantenan Health Center. It can be explained that if the services obtained by pregnant women are better than the expectations of pregnant women, then the pregnant women have obtained satisfaction in antenatal care services so pregnant women will make regular antenatal care visits at the Pegantenan Health Center.⁶

In a study conducted by researchers, data was obtained that most respondents were satisfied with ANC services at the Pegantenan Health Center, this could be due to the 5 aspects of the assessment being met, namely aspects: Tangibles, Reliability, Responsiveness, and Assurance.) and Empathy (empathy).

In addition, some respondents made ANC visits by the standard number set by the Ministry of Health during the Pandemic, namely 1 visit in Trimester 1, 2

visits in Trimester 2, and 3 visits in Trimester 3. The appropriateness of the ANC visit was also supported by a policy issued by the Pegantenan Health Center, namely ANC examinations can be carried out at the nearest village midwife. So that it will facilitate access for respondents to get services according to standards, besides that this can also reduce the risk of transmission of COVID-19 in the group of pregnant women, by reducing contact or exposure to pregnant women.⁶⁻⁷

Based on the chi-square analysis of the data obtained during the study regarding the relationship between the two variables, namely the satisfaction of pregnant women with ANC services and also the number of visits of pregnant women during the COVID-19 pandemic, the Asymp. The Sig value was 0.000 or the value $p < 0.05$, this means that there is a relationship between satisfaction with antenatal care services and visiting pregnant women during the pandemic at the Pegantenan health center.

The results of this study are in line with research conducted by several previous studies conducted by Indriya in 2019 at the Somba Health Center which concluded that the highest satisfaction of pregnant women is influenced by aspects of empathy and responsiveness.

Also in line with Rini Amalia's research in 2021, the results concluded that there was a relationship between the quality of ANC services and 5-dimensional aspects, namely physical evidence, reliability, responsiveness, assurance, and empathy at the Padangmatinggi Health Center during the COVID-19 pandemic. There is no relationship between the variables of age, occupation, education, and satisfaction of pregnant women.⁸⁻¹⁰

CONCLUSION

From this study, it was concluded that 82% of respondents were satisfied with ANC services at the Pegantenan Health Center and 89% of respondents made visits according to ANC standards. Also, there is a relationship between satisfaction with antenatal care services and visits by pregnant women during the pandemic to the Pengantenan health center.

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