

THE CHARACTERISTICS LEVEL OF MATERNAL SATISFACTION IN RECEIVING ANTENATAL CARE (ANC)

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ABSTRACT

The low working capacity of midwives in healthcare facilities is one indicator of low work effectiveness, as well as service satisfaction for pregnant women. The purpose of this study was to identify the level of maternal satisfaction with obstetric examination services and antenatal care (ANC) by health workers at Karang Pule Health Center. Research design using descriptive survey research methods. the population, namely all pregnant women who did ANC at the Karang Pule Health Center from January to June 2020, was 96 people. Sampling technique Accidental sampling. A number of samples as many as 30 respondents, how to process data using the Likert scale. The results showed that the level of maternal satisfaction in the acceptance of ANC examination services in general from the aspect of Tangibles, expressed satisfaction of as many as 23 respondents (76.67%), Reliability expressed satisfaction of as many as 23 respondents (76.67%), Responsiveness expressed satisfaction as many as 24 respondents (80%), assurance expressed satisfaction as many as 22 respondents (73.33%), Empathy expressed satisfaction as many as 24 respondents (80%), the results of this study concluded 78, 38% expressed satisfaction. It is expected from the results of this study to be one of the inputs on the need to improve the attention and standards of ANC services in health centers

Keywords: ANC, pregnancy, healthy



Received : Sept 25, 2022

Received in revised form : Oct 20, 2022

Accepted : Oct 28, 2022

INTRODUCTION

Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR) is one indicator of health development in RPJMM 2015-2012 and SDGs. Based on reports from regencies/cities, the number of maternal death cases in NTB province during 2018 was 99 cases, an increase

compared to 2017 with the number of maternal deaths of 85 cases. During the period 2014-2017 there was a decrease in the number of maternal deaths in NTB province by 26 people, but again increased by 14 cases in 2018 to 99 cases.¹

The most maternal deaths in 2018 occurred in puerperal mothers at 48.48%.

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Then in maternity mothers 29.29% and in pregnant women 22.22%. Based on the age group, maternal mortality occurred mostly at the age of 20-34 years, namely as much as 61.62%, the age of 35 years as much as 31.31%, and age <20 years as much as 7.07%. Of the 99 cases of death in 2018, 29 cases were caused by hypertension in pregnancy, 23 cases were due to bleeding, 11 were due to heart disease and stroke, 9 cases were due to infection, 3 cases were due to metabolic disorders (Diabetes mellitus, etc.), and 24 cases due to other causes.¹

Data from the Karang pule Health Center in 2019, there were no maternal deaths. The neonatal mortality rate of 12 cases caused by LBW was 5 cases, asphyxia 1 case, sepsis 3 cases, and 3 cases infant mortality rate of 1 case caused by pneumonia. While there were no deaths of toddlers.²

MATERIAL AND METHOD

The research design is a descriptive survey that aims to determine the level of maternal satisfaction in the acceptance of ANC examination services by health workers at Karang Pule Health Center in 2020. The samples in this study were pregnant women who performed

ANC examinations at the Karang Pule Health Center at the time of research data collection in July 2020.³⁻⁴

Sampling in this study was conducted *Non-Probability Sampling* with *Accidental Sampling*, researchers found samples that will be used as respondents in this study as many as 30 samples of pregnant women in the Working Area of Karang Pule Health Center. Researchers used the distribution table to determine the level of patient satisfaction with the service ANC Karang Pule Health Center.

RESULT

Table 1. Distribution of respondents according to the level of satisfaction dimension Tangibles in Maternal and child health Polyclinic, Puskesmas Karang Pule.

Dimension Of Tangibles	Frequency	Percentage
1. Very Satisfied	6	20
2. Satisfied	23	76,67
3. Not Satisfied	1	3,33
4. Very Dissatisfied	0	0
Amount	30	100

Source: (Primary data, 2020)

Explained that the level of patient satisfaction based on the Tangibles dimension of Maternal and child health Polyclinic services at Karang Pule Health Center mostly expressed satisfaction as many as 23 respondents 76.67%.

Table 2. Distribution of respondents according to the level of satisfaction dimension Reliability at Maternal and child health Polyclinic, Puskesmas Karang Pule.

Dimensional Reliability	Frequency	Percentage %
1. Very Satisfied	4	13,33
2. Satisfied	23	76,67
3. Not Satisfied	3	10
4. Very Dissatisfied	0	0
Amount	30	100

Source: (Primary data, 2020)

Table 2 explained that the level of patient satisfaction based on the Reliability dimension of Maternal and child health Polyclinic services at Karang Pule Health Center mostly expressed satisfaction as many as 23 respondents 76.67%.

Table 3. Distribution of respondents according to the level of satisfaction dimension Responsiveness in Maternal and child health Polyclinic, Puskesmas Karang Pule.

Dimension Of Tangibles	Frequency	Percentage %
1. Very Satisfied	4	13,33
2. Satisfied	24	80
3. Not Satisfied	2	6,67
4. Very Dissatisfied	0	0
Amount	30	100

Source: (Primary data, 2020)

Table 3 explained that the level of patient satisfaction about based on the dimensions of Responsiveness about Maternal and child health Polyclinic services at Karang pule Health Center mostly expressed satisfaction as many as 24 respondents 80%.

Table 4. Distribution of respondents according to the level of satisfaction dimension Assurance in Maternal and child health Polyclinic, Karang Pule Health Center

Dimension Of Tangibles	Frequency	Percentage %
1. Very Satisfied	6	20
2. Satisfied	22	73,33
3. Not Satisfied	2	6,67
4. Very Dissatisfied	0	0
Amount	30	100

Source: (Primary data, 2020)

Table 4 explained that the level of patient satisfaction based on the dimension of Assurance about Maternal and child health Polyclinic services at Karang Pule Health Center mostly expressed satisfaction as many as 22 respondents 73.33%.

Table 5. Distribution of respondents according to the level of satisfaction dimension Emphaty in Maternal and child health Polyclinic, Puskesmas Karang Pule.

Dimension Of Tangibles	Frequency	Percentage %
1. Very Satisfied	6	20
2. Satisfied	24	80
3. Not Satisfied	0	0
4. Very Dissatisfied	0	0
Amount	30	100

Source: (Primary data, 2020)

Table 5 explained that the level of patient satisfaction based on the dimension of empathy about Maternal and child health Polyclinic services at Karang Pule Health Center mostly expressed satisfaction as many as 24 respondents 80%.

DISCUSSION

Based on the results of research parameters of dimensional satisfaction level *tangibles*, most patients expressed satisfaction caused by the state of the building and neat spatial arrangement, where the average value of patient satisfaction in the dimensions *Tangibles* is (96.67%). As 1 of 30 respondents expressed dissatisfaction caused by the state of the building and spatial planning being less neat, the distribution of patient answers from the results of data

processing showed that the indicator dimensions *tangible* the condition of the building and the neat arrangement of the room were the most assessed by patients who received antenatal care services at the Karang Pule Health Center.

The results showed that the level of patient satisfaction based on the ability of officers in providing services that are not convoluted (dimensions *Reliability*), most expressed satisfaction caused by uncomplicated service procedures. The average value of patient satisfaction from the dimensions of midwifery service quality is very satisfactory, especially in the dimensions of *reliability* it is (90%). And there are 3 out of 30 respondents expressed dissatisfaction caused by unsatisfactory service procedures. The distribution of patient answers from the results of data processing shows that the indicator dimensions *reliability* of almost all patient satisfaction rating rates satisfied.

The results of the study parameters of the level of dimensional satisfaction *Responsiveness*, most of the respondents expressed satisfaction caused by communicative health workers, namely health workers who gave the necessary explanation of the patient. With very satisfactory results. Where the average

value of patient satisfaction from the dimensions of the quality of midwifery services is satisfactory in the dimensions of *Responsiveness* it is (93.33%). And 2 out of 30 respondents expressed dissatisfaction caused by health workers who are less communicative in providing explanations. The distribution of respondents' answers from the results of data processing shows that the indicator dimensions *Responsiveness* is assessed is the indicator of communicative health workers, namely health workers who provide the necessary explanations for patients.

Based on the results of research parameters of dimensional satisfaction level *assurance*, most expressed satisfaction is caused by health services in accordance with the expectations of patients. The average value of patient satisfaction from the dimensions *assurance* is (93.33%). 2 out of 30 respondents expressed dissatisfaction caused by services that are not in accordance with patient expectations. The distribution of patient answers from the results of data processing shows that the indicator dimensions *assurance* assessed is the indicator of health care in accordance with patient expectations. This is because

every officer realizes as a public service provider must always be friendly and have a high concern. The statement is in accordance with the midwifery code of ethics which requires every midwife to uphold the code of ethics in providing services.

Dimensional satisfaction level parameters *empathy*, most expressed satisfaction due to the behavior of midwives who are communicative and always care about the patient's condition, while others expressed great satisfaction. The average value of patient satisfaction from the dimensions of Health Care Quality is very satisfactory in the dimensions of *empathy* it is (100%). The distribution of patient answers from the results of data processing shows that the indicator dimensions *empathy* that is assessed is the indicator of health care workers to each patient regardless of social status. This is due to the behavior of midwives who are communicative and always care about the patient's condition.³

In this study, it can be said that respondents or patients were satisfied with the service of *antenatal care* based on the fifth dimension of satisfaction, namely *Tangibles*, *Reliability*, *Responsiveness*, *Assurance*, and *Empathy*. These results are in line with the research

by Musiyda et al (2012) which states that Mrs. email satisfaction with ANC services is based on five dimensions of satisfaction *Tangibles*, *Reliability*, *responsiveness*, *assurance*, and *Emphasize*. Where the results obtained that there is a significant relationship between patient satisfaction with ANC services based on p (0.0001), with the pattern of satisfaction the better the ANC services based on 5 dimensions of satisfaction the more satisfied the patient with ANC services.⁴⁻⁵

This study is also in line with Maliana (2012) which states that the satisfaction of pregnant women with the ANC is based on the fifth dimension of satisfaction, it can be said that pregnant women expressed satisfaction with the service of ANC, is characterized by the percentage of conformity of satisfaction of pregnant women satisfaction pediment 90%, where the highest dimension of satisfaction *tangibles* and the lowest on dimensions *assurance*, while the dimensions and *empathy*, *reliability*, dan *responsiveness* the percentage is not much different from the two dimensions of satisfaction above.⁶⁻⁷

Likewise, Nuraini's research (2019) which states that pregnant women patients are satisfied with ANC services based on the five dimensions of

satisfaction. The highest in the dimension of satisfaction was *Responsiveness* 77.2%, and the lowest in the dimension of satisfaction *tangibles* was 52.3% but still, more than 50% of pregnant women expressed satisfaction seen from the dimensions *tangibles*.⁸⁻⁹

Assessment of pregnant women to antenatal care services can be used as an evaluation of services provided to patients. Patient satisfaction with ANC services needs to be considered to be improved. Because it can improve the health of the mother during pregnancy, which will affect the health and safety of the fetus it contains.¹⁰

CONCLUSION

Percentage dimension of pregnant women's satisfaction with antenatal care services at Karang Pule Health Center is as follows : The level of patient satisfaction about antenatal care services in the *Tangibles* aspect (direct evidence) most patients expressed satisfaction with as many as 23 respondents (76.67%), the level of patient satisfaction with antenatal care services on the aspect of *Reliability* (ability to provide services quickly and accurately) most patients expressed satisfaction with as many as 23

respondents (76.67%), the level of patient satisfaction with antenatal care services on the aspect of Responsiveness (Quick Response) most patients expressed satisfaction with as many as 24 respondents (80%), the level of patient satisfaction with antenatal care services in the aspect of Assurance most patients expressed satisfaction with as many as 22 respondents (73.33%), and the level of patient satisfaction with antenatal care services on the aspect of empathy (concern) most patients expressed satisfaction with as many as 24 respondents (80%). It is hoped that the community can use the results of this study as important information about the standard of antenatal care services at the Puskesmas.

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