

Description of Patient Satisfaction Levels with The Quality of Antenatal Care at TPMB Masriyana, Amd. Keb. Province Lampung

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Article

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Abstract

With quality of antenatal care by professional midwife, patients will get education about the health of pregnant women and the importance of ANC . Its can influence patient satisfaction. From a preliminary study, it was found at TPMB Masriyana, Amd. Keb, there was a decrease in ANC patients in June until August. Descriptive quantitative research, survey method, with a cross sectional approach. The population was 24 pregnant women. Accidental Sampling Technique. Instruments/ measuring instruments in the form of a questionnaire. Analysis with univariate analysis Most respondents said they were satisfied (54%) with ANC services at TPMB MASriyana, Amd. Keb. In the Tangible Dimension (direct evidence), the reliability and empathy dimensions are satisfied (50%), the Responsiveness dimension only a small proportion of respondents feel dissatisfied (29%), and in the Assurance dimension some more dissatisfied (54%). The level of satisfaction of ANC patients on the quality of service was obtained, most of them said they were *satisfied (54%)*.

Abstract

Dengan pelayanan ANC yang berkualitas oleh petugas yang profesional maka pasien akan mendapatkan pendidikan tentang kesehatan ibu hamil dan pentingnya melakukan kunjungan ANC serta mempengaruhi kepuasan pasien. Dari studi pendahuluan di dapatkan di TPMB Masriyana, Amd. Keb. jumlah ibu hamil yang melakukan pemeriksaan dari bulan Juni hingga Agustus ialah 84 jiwa , dimana terjadi penurunan pasien ANC pada tiap bulannya yaitu pada bulan Juni 40 pasien ANC , bulan Juli 30 pasien ANC dan bulan Agustus 14 pasien ANC., Tujuan penelitian ini untuk mengetahui Gambaran Tingkat Kepuasan Pasien Terhadap Mutu Pelayanan ANC. Penelitian deskriptif kuantitatif, Metode survey, dengan pendekatan cross sectional. Populasi penelitian adalah 24 ibu hamil. Teknik Pengambilan sampel Accidental Sampling. Instrumen/alat ukur berupa kuesioner sebanyak 19 pertanyaan. Analisis data dengan analisis univariat Sebagian besar responden mengatakan puas (54%) terhadap pelayanan ANC di TPMB MASriyana, Amd.Keb. Pada Dimensi Tangible (bukti

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langsung), dimensi reliability dan dimensi empathy sebagian merasa kurang puas (50%) dan sebagiannya merasa puas (50%), Dimensi Responsiveness hanya sebagian kecil responden yang merasa kurang puas (29%), dan pada dimensi Assurance sebagian lebih merasa kurang puas (54%). Didapatkan tingkat kepuasan pasien ANC pada mutu pelayanan didapatkan sebagian besar mengatakan kurang puas pada dimensi tangible (50%), reliability (50%), dan assurance (54%).

Introduction

The death rate in 2015 for the expected MDG target is 102 per 100,000 live births. The maternal mortality rate (MMR) per 100,000 live births is obtained based on data from the Indonesian Demographic Health Survey (IDHS). However, the Lampung Province MMR cannot be described from this survey because of the limited sample. The national MMR based on the 2012 IDHS seems to have increased from 228 per 100,000 live births (2007 IDHS) to 359 per 100,000 live births (2012 IDHS). This figure is still above the expected target. When viewed based on cases of maternal mortality reported from government health service facilities in the district during 2009-2013 tended to vary from 125 cases in 2009, increased to 143 in 2010, increased again to 152 cases in 2011, increased again to 178 cases in 2012 and then slightly decreased to 158 in 2013. (strategic plan of the Lampung Provincial Health Office 2015-2019).

With quality ANC services through professional and quality services, pregnant women can obtain education and information on how to keep themselves and their fetus healthy, as well as increase awareness and knowledge about possible risks or complications in pregnancy, so that optimal health can be achieved. In dealing with labor and childbirth, therefore ANC services have an important role in efforts to reduce maternal and infant mortality (Harimat Hendarwan, 2018)

Satisfaction is a person's degree of satisfaction after comparing the

performance or perceived results compared to their expectations. So satisfaction or dissatisfaction is the conclusion of the interaction between expectations and experiences after using the services or services provided. Efforts to achieve customer satisfaction are not easy, total customer satisfaction is very difficult to achieve, even if only for a while. (Kotler, 2007).

Hardiyansyah (2011) divides service quality into 5 dimensions, namely: (1) Tangibles, including things that are visible such as physical facilities, equipment, employees or officers, and means of communication; (2) Reliability, namely the ability to provide services to patients so that services promised on time and satisfactorily; (3) responsiveness, the ability of officers to assist customers and provide prompt service; (4) assurance, including ability, courtesy, sense of security so that it is free from danger, risk or doubt; (5) empathy, which includes the ease of making good communication relationships and understanding the needs of customers.

Due to research conducted during the Covid-19 pandemic, researchers need to understand existing policies to adapt to research, the Minister of Home Affairs of the Republic of Indonesia, Tito Karnavian signed instruction number 61 of 2021 concerning the Enforcement of Restrictions on Community Activities Level 3, Level 2, and Level 1 and Optimizing The Covid-19 Handling Command Post at the Village and Sub-District Levels to Control the Spread of Covid-19 in the Sumatra, Nusa Tenggara, Kalimantan, Sulawesi, Maluku and



Papua Regions. This rule is valid from 23 November to 6 December 2021. Related to the latest assessment level in the Province Lampung, PPKM Level 1 applies in several districts including Kab. South Lampung, Kab. Bone Onion, Kab. Way Kanan, Kab. Mesuji, Kab. West Coast, and Metro City. Meanwhile, as of December 24 – January 02, the Minister of Home Affairs released a letter of instruction number 62 of 2021 with the title Prevention and Control of Corona Virus Disease 2019 at Christmas in 2021 and New Year in 2022. This policy aims to anticipate the potential emergence of the 3rd wave of Covid -19, the research was conducted on December 24, 2021 - January 2, 2022 so that PPKM Level 3. (Diskominfotik, 2021).

In June, the researcher received information from a relative who was pregnant and did an ANC examination at the TPMB. Masriyana said the service was unsatisfactory where the officers looked unfriendly and seemed to be in a hurry when providing services so that the patient became hesitant to return visits, after that the researchers conducted a preliminary study and obtained at TPMB Masriyana, Amd. Keb. the number of pregnant women who did the examination from June to August was 84 people, where there was a decrease in ANC patients every month, namely in June with 40 ANC patients, in July with 30 patients ANC and August with a total of 14 ANC patients. The description of ANC services at TPMB obtained by researchers in a preliminary study in September, on the aspect of patient time waiting in line for too long, in the waiting room the availability of seats is less and less appropriate, while the examination room still lacks patient privacy and there is no fan so that patients sometimes feel too hot and uncomfortable in the room, in the aspect of the officer is less reliable and also the assistant midwife looks long when providing services so that makes patients wait a long time. The results of interviews conducted by researchers with 10 ANC patients at TPMB Masriyana,

Amd. Keb. on 23-30 September 2021, on the Tangiable dimension (direct evidence) 4 patients said they were not satisfied, Reliability (reliability) 4 patients said they were not satisfied, Responsiveness (fast response) 3 patients said they were not satisfied, Assurance 4 patients said they were not satisfied, Empathy 3 patients said they were not satisfied. On the Tangiable dimension (direct evidence) with the questions "how neat is the officer's clothes?, how is the quality of the patient waiting room?, how is the tidiness and completeness of the examination room? How is the cleanliness of the room?", On the dimension of Reliability (reliability) with the questions "how is the ease in the administrative process?, how is the accuracy of the information provided?, how is the timeliness of the officers in providing services?, How is the quality of service provided by the officers?", On the Responsiveness aspect (fast response) with the questions "do the officers receive and serve patients well?, how is the ability of officers to provide clear and easy-to-understand information?, how is the accuracy and speed of officers in serving patients?, how is the readiness of officers in serving patient complaints?", In the Assurance aspect with the question "does TPMB provide reasonable service fees?, do the officers act friendly and polite to patients?, do the officers provide a sense of security to patients during the examination?", while in the Empathy aspect with the question "do the officers provide adequate service time enough on the patient?, does the officer give provide services in accordance with the wishes and needs of patients?, do the officers listen to patient complaints carefully and provide solutions in consultations?".

This is what makes researchers interested in conducting research with the title "Overview of Patient Satisfaction Levels with Anc Service Quality at TPMB Masriyana, Amd. Keb. Lampung Province" where after the research is carried out it is expected to find out how the level of patient satisfaction while



being an ANC patient and can overcome problems that cause a decrease in the number of patients each month

The same thing was also done in research (Defrian & Mulyaningsih, 2013) which was carried out in a hospital due to a decrease in inpatients, where the decline in these patients became a benchmark for the services provided by the hospital whether it had given satisfaction to the patient or not. So to know the quality of service to patients, it is necessary to study the quality of service, so the problem is whether there is a relationship between the dimensions of tangible, reliability, assurance, responsiveness, and empathy on patient satisfaction, and the results of the study show that there is an influence between the dimensions of tangible, reliability, assurance, responsive, and empathy on satisfaction of hospitalized patients.

Method

Table 1 Distribution of the frequency of pregnant women respondents based on age characteristics

No	Age	Frequency	Percent
1	20-35	19	79.2
2	15-19	1	4.2
3	36-45	4	16.7
	Total	24	100.0

Tabel 1 shows that the number of pregnant women who made ANC visits at TPMB Masriyana were mostly aged between 20-35 years which is the ideal age for pregnancy as many as 19 people (79,2%).The

This research is a quantitative research with descriptive type. The method used is a survey method, with a cross sectional approach. This research was conducted at TPMB Masriyana, Amd. Keb., Banjar Agung District, Tulang Bawang Regency, Lampung Province. The study was conducted on 07 – 26 December 2021. The study population was 24 pregnant women. Sampling Technique are Accidental Sampling. Instruments or measuring instruments in the form of a questionnaire as many as 19 questions. Data analysis using the Saphiro Wilk normality test and univariate analysis.

Results and Discussion

1. Characteristics of Respondents

a. Age

Characteristics of respondents from the distribution of questionnaires based on the age of pregnant women are presented in the following table:

results of the frequency distribution of pregnant women based on age characteristics got the most results from the age of patients, which ranged from 20-35 years as many as 19 people (79,2%).

b. Last education

Table 2 Distribution of the frequency of pregnant women respondents based on educational characteristics

No	Category	Frequency	Percent
1	Elementary School	4	16.7
2	Junior High School	6	25.0
3	Senior High School	12	50.0
4	Diploma	2	8.3
	Total	24	100.0

Based on table 2 the frequency distribution of pregnant women

respondents based on the characteristics of the latest education, the majority are



high school with a total of 12 people (50%), junior high school a total of 6 people (25%), elementary school a total

of 4 people (16,7%), while the least is a d3 education of 2 people (8,3%).

c. Work

Table 3 Frequency distribution of pregnant women respondents based on job characteristics

No	Category	Frequency	Percent
1	Housewife	20	83.3
2	Entrepreneur	4	16.7
	Total	24	100.0

Based on table 3, the frequency of pregnant women respondents at TPMB Masriyana based on job characteristics,

the majority are housewives with a total of 20 people (83%), while entrepreneurs are 4 people (17%).

d. Gestational Age

Table 4 Frequency distribution of pregnant women respondents based on the characteristics of gestational age

No	Category	Frequency	Percent
1	1-12	8	33.3
2	13-24	12	50.0
3	25-40	4	16.7
	Total	24	100.0

Based on table 4 the distribution of pregnant women respondents at TPMB Masriyana based on the characteristics of gestational age is divided into 3 categories, namely gestational age 1-12 weeks (Trimester I), gestational age 13-24 weeks (Trimester II), and gestational age 25-40 weeks (Trimester II). III).

Where the highest frequency is pregnant women with a gestational age of 13-24 weeks, namely 12 people (50%), pregnant women with a gestational age of 1-12 weeks with a total of 8 people (33%), while pregnant women with a gestational age of 25-40 weeks amounted to 4 people (17%).

e. Number of ANC Visits

Table 5 Distribution of the frequency of pregnant women respondents based on the characteristics of the number of antenatal visits

No	Category	Frequency	Percent
1	1-4	16	66.7
2	5-8	8	33.3
	Total	24	100.0

Based on table 5, the distribution of pregnant women respondents at TPMB Masriyana based on the characteristics of the number of visits by pregnant women, the majority of ANC visits 1 – 4 times at

TPMB Masriyana as many as 16 pregnant women (67%), and the number of visits by pregnant women who visit ANC 5-8 times as many as 8 pregnant women (33%).



2. Results of Patient Satisfaction Research on ANC Services

a. An overview of Anc Patient Satisfaction with Midwifery Service Quality at Bpm Masriana, Amd. Keb. on 5 dimensions

Based on the results of the distribution of patient satisfaction questionnaires at TPMB Masriyana on the quality of midwifery services on 5 dimensions, it is presented in the form of a table as follows:

Table 6 Distribution of the frequency of pregnant women's satisfaction with the quality of midwifery services on 5 dimensions Tangiable (direct evidence), Reliability (reliability), Responsiveness (quick response), Assurance (certainty), Empathy

No	Category	Frequency	Percent
1	Less satisfied	11	45.8
2	Satisfied	13	54.2
	Total	24	100.0

Based on table 6 of the frequency of satisfaction levels of ANC patients on the 5 dimensions of the quality of midwifery services, 11 people (46%) were less satisfied, while 13 patients (54%) were satisfied. So it was found that patient satisfaction with the quality of ANC services at TPMB Masriyana on 5 dimensions, namely tangible, reliability, responsiveness, assurance, and empathy, most of the patients were satisfied. However, there are still patients who feel dissatisfied with the quality of ANC services at TPMB Masriyana, in this case patient satisfaction with the services obtained is indeed difficult to get perfect satisfaction due to differences in everyone's perceptions, but the TPMB must again improve services according to what patients want so that can achieve higher satisfaction rates because one person's

dissatisfaction can influence others by telling their experiences.

The same thing was also obtained by (Irma & Heni, 2021) in their research on "Description of Satisfaction of Pregnant Women in Antenatal Care Services at the Leyangan Health Center" where from the results of a number of satisfaction questions covering 5 dimensions, namely the dimensions of tangibles, reliability, responsiveness, assurance, and Empathy obtained as many as 18 respondents (60%) said they were satisfied and 12 respondents (40%) said they were not satisfied, from these results it is known that the satisfaction of pregnant women related to antenatal care services at the Leyangan Health Center is quite good when providing services.

b. Description of Anc Patient Satisfaction Level on Tangiable Dimensions (direct evidence)



Table 7 Distribution of the frequency of pregnant women respondents satisfaction with the quality of midwifery services on the Tangible dimension (direct evidence)

No	Category	Frequency		Percent	
1	Less satisfied	12		50	
2	Satisfied	12		50	
	Total	24		100.0	

No	Statement	Very satisfied		Satisfied		Quite satisfied		Less satisfied		Not satisfied	
		N	%	N	%	N	%	N	%	N	%
1.	Midwives are neatly dressed, clean and in uniform	3	12%	5	21%	7	29%	8	33%	1	4%
2.	The seats in the waiting room are sufficient and comfortable	4	17%	3	12%	8	33%	9	37%	-	-
3.	Posters available for health education efforts	3	12%	7	29%	9	37%	4	17%	1	4%
4.	The examination room is neat and comfortable	4	17%	3	12%	12	50%	5	21%	-	-
5.	Adequate and comfortable building and parking space	3	12%	4	17%	11	49%	6	25%	-	-

Based on table 7 the frequency of satisfaction of ANC patients with TPMB Masriyana's midwifery services in the tangible dimension (direct evidence) it was found that the respondents were not satisfied with the number of 12 people (50%), while the respondents with satisfaction level were 12 pregnant women (50%). So it was found that the ratio of patients who were satisfied and dissatisfied was the same, namely 12:12 on the tangible dimension at TPMB Masriyana.

In this dimension which is assessed based on direct or visible evidence, respondent dissatisfaction is obtained, namely 8 respondents (33%) said they were not satisfied and 1 respondent (4%) said they were not satisfied with the appearance of the officers, namely in terms of uniforms where the officers did not use neat and visible uniforms. only wearing t-shirts, so in this case the TPMB needs to pay more attention to the uniforms of officers. then 12 respondents (50%) said they were

quite satisfied and 5 respondents (21%) said they were not satisfied with the condition of the examination room which was less tidy where on the examination table there were many books and equipment that were not arranged neatly so it was uncomfortable to look at. The same thing was also obtained in terms of facilities and infrastructure where respondents felt dissatisfied with the quality and quantity of the seats in the waiting room which were considered less appropriate and less safe a number of 9 people (37%) and 6 people (25%) said they were not satisfied with the the condition of the parking area is not feasible because when it rains the parking lot will be muddy and patients have difficulty parking their vehicles. While 1 person (4%) said they were not satisfied and 4 respondents (17%) said they were not satisfied with the few posters or pictures on the walls in the examination room and the information on the posters was poorly understood by patients and the absence of posters in the waiting



room that should be a priority because patients can read while waiting.

If the patient feels dissatisfied with the physical evidence of a health service, both in terms of the appearance of the officer, the comfort of the waiting room seating and parking area, this will have an impact on the patient's willingness to make repeat visits so that it has an impact on the health care place and also on the patient. where the health care facilities are affected, namely the number of pregnant patients who make ANC visits

every month will decrease and result in the place having a bad stamp in the eyes of the patient, while the impact on patients is irregular ANC visits and not according to minimum standards so that the risk of abnormalities and emergencies in the mother and the fetus will be difficult to detect. So in this case, although physical evidence or physical appearance does not have a direct relationship with the quality given, this affects the patient's view so that they view the quality of the appearance badly.

c. Description of Anc Patient Satisfaction Level on Reliability Dimension (reliability)

Table 8 Distribution of the frequency of pregnant women's satisfaction with the quality of midwifery services on the dimension of reliability

No	Category	Frequency	Percent
1	Less satisfied	12	50.0
2	satisfied	12	50.0
	Total	24	100.0

No	Statement	Very satisfied		Satisfied		Quite satisfied		Less satisfied		Not satisfied	
		N	%	N	%	N	%	N	%	N	%
1	Ease of administrative process	3	12%	7	29%	11	49%	2	8%	1	4%
2	Midwives are willing to respond to patient complaints	4	17%	6	25%	7	29%	6	25%	1	4%
3	Midwives provide information on examination results clearly and completely	7	29%	3	12%	9	37%	5	21%	-	-
4	Midwives wash their hands before providing services	4	17%	7	29%	7	29%	6	25%	-	-
5	The midwife asks the patient's identity, pregnancy history, medical history	4	17%	5	21%	9	37%	6	25%	-	-

Based on table 8 the frequency distribution of ANC patient satisfaction levels on the quality of midwifery services at TPMB Masriyana on the reliability

dimension of 24 respondents, 12 respondents said they were not satisfied (50%), while those who said they were satisfied were 12 respondents (50%). So that in this



study some respondents were satisfied and some were less satisfied with a ratio of 12: 12 on the reliability dimension at TPMB Masriyana.

Reliability is an aspect of service reliability carried out by officers where this is something small but has an impact and greatly affects satisfaction, 1 respondent (4%) was not satisfied and 2 respondents (8%) was not satisfied in the administrative process. the officer takes too long to record and the patient's medical record card is not neatly arranged in alphabetical order so it takes time to find patient data, especially old patients, in this case it is clear that the staff's performance is very slow and looks unskilled and makes patients have the perception that officers are not reliable in providing services and cannot provide accurate and satisfactory service as promised. While 1 respondent (4%) was dissatisfied and 6 respondents (25%) said that when they said their complaint, the midwife thought this was normal

and did not give a positive response to the patient's complaint. the officer responded inappropriately and was too convoluted so that the patient sometimes found it difficult to understand. In addition, respondents said that 6 people (25%) were not satisfied with the officers who did not appear to wash their hands after providing services or before conducting an examination on respondents.

In this case, officers need to further improve their performance in serving because officers must fulfill their responsibilities in serving patients in a professional manner so that patients do not feel disappointed and waste time because they have trusted the officers and this health service place to carry out pregnancy checks. Because the more health service places improve the quality of service in terms of reliability, the patient will be more satisfied and the patient will be diligent in carrying out pregnancy control according to schedule.

d. Description of Anc Patient Satisfaction Level on Responsiveness Dimension (fast response)

Table 9 Distribution of the frequency of pregnant women respondents' satisfaction with the quality of midwifery services on the Responsiveness dimension

No	Category	Frequency	Percent
1	Less satisfied	7	29.2
2	satisfied	17	70.8
	Total	24	100.0

No	Statement	Very satisfied	Satisfied	Quite satisfied	Less satisfied	Not satisfied					
		N	%	N	%	N	%				
1	Ease of administrative process	3	12%	7	29%	11	49%	2	8%	1	4%
2	Midwives are willing to respond to patient complaints	4	17%	6	25%	7	29%	6	25%	1	4%

Based on the results of table 9 the distribution of the level of satisfaction of

ANC patients with midwifery services at TPMB Masriyana based on the



dimensions of responsiveness, it was found that 7 respondents (29%). So that in this study it can be seen that most of the patients at TPMB Masriyana are satisfied with services in the responsiveness dimension. Responsiveness is the responsiveness of officers in providing services to patients where officers are required to be alert in providing services and the speed of officers in serving patient problems. From the table results, it was found that 2 respondents (8%) said they were not satisfied and 5 respondents (21%) said they were not satisfied with the officers when they just arrived where the officers seemed unfriendly and did not smile,

then 2 respondents (8%) said the officers were not fast enough in serving patients where the officer who is the assistant midwife must contact the midwife Masriyana first before providing services so that it takes a long time in this case it has made the patient less sure to return to the ANC examination

Responsiveness is a matter where officers in providing fast service and alertness help patients and the attitude of officers in the form of friendliness to patients, fast and responsive service will affect patient perceptions and increase patient satisfaction.

e. Description of Anc Patient Satisfaction Level on Assurance Dimension (Certainty)

Table 10 Distribution of the frequency of pregnant women's satisfaction with the quality of midwifery services on the Assurance dimension

No	Category	Frequency		Percent	
1	Less satisfied	13		54.2	
2	Satisfied	11		45.8	
	Total	24		100.0	

No	Statement	Very satisfied		Satisfied		Quite satisfied		Less satisfied		Not satisfied	
		N	%	N	%	N	%	N	%	N	%
1	TPMB provides reasonable service fees	4	17%	2	8%	9	37%	9	37%	-	-
2	The midwife gives the patient a sense of security during the examination	1	4%	1	4%	12	50%	9	37%	1	4%
3	Midwives have sufficient experience	3	12%	2	8%	10	42%	8	33%	1	4%
4	Midwives in providing services give full attention to patients	3	12%	7	29%	5	21%	9	37%	-	-

Based on the results of table 10, the level of satisfaction of ANC patients with midwifery services at TPMB Masriyana in the assurance dimension was found to be less than satisfied with 13 respondents (54%), while those who said they were satisfied were 11 respondents (46%). Assurance includes things that are owned by officers in the form of the ability to

provide assurance to patients, courtesy and provide a sense of security to patients so that patients have a sense of trust in officers and health facilities, besides that officers must also instill confidence in patients that the services provided are safe and comfortable so that Patients want to take advantage of the facilities and services provided.



Then in the results of the study, it was found that 1 respondent was dissatisfied with the number of respondents (4%) and was not satisfied with the number of 9 respondents (37%) in the aspect of feeling safe during the examination where respondents said that when providing services the officers did not maintain patient privacy by not closing the curtains and the door was not closed tightly so that it can be seen from the outside, then when doing the examination it was seen that on the djj device there was still gel residue from the previous patient and the respondent felt insecure about it. In addition, 1 person (4%) was dissatisfied with the number of respondents and 8 people (33%) were dissatisfied when conducting the

examination. The officer who was serving at that time was an assistant midwife who looked inexperienced so that when carrying out the examination it took a long time, such as hearing a heartbeat. baby.

Assurance means that officers in providing services must give full attention so that they can respond to patient complaints properly, and the accuracy and skills of officers are needed to ensure patient safety so that patients feel satisfied. in this study shows that most of the respondents are not satisfied with the dimension of assurance where the respondents are not satisfied a number of 13 respondents (54%).

f. Overview of Anc Patient Satisfaction Levels on the Empathy Dimension

Table 11 Distribution of the frequency of pregnant women's satisfaction with the quality of midwifery services on the Empathy dimension

No	Category	Frequency	Percent
1	Less satisfied	12	50.0
2	Satisfied	12	50.0
	Total	24	100.0

No	Statement	Very satisfied		Satisfied		Quite satisfied		Less satisfied		Not satisfied	
		N	%	N	%	N	%	N	%	N	%
1	Midwives provide adequate service time to patients	3	12%	9	37%	6	25%	5	21%	1	4%
2	Midwives listen carefully to patient complaints and provide solutions in consultations	2	8%	6	25%	5	21%	10	42%	1	4%
3	Midwives serve and respect each patient without discriminating.	2	8%	6	25%	6	25%	9	37%	1	4%

Based on the results of table 11 the level of satisfaction of ANC patients with midwifery services at TPMB Masriyana in the empathy dimension, 12 respondents (50%) were dissatisfied and 12 (50%) satisfied respondents. So in this study it was found that patient satisfaction with the dimensions of

empathy at TPMB Masriyana was as great as between satisfied patients and dissatisfied patients, namely with a ratio of 12:12, the presence of dissatisfied patients was due to patient dissatisfaction with services that provided services that were not focused and did not prioritize patient. The empathy dimension is



measured by how satisfied the patient is with the services provided by health workers, whether the officer in providing services is centered on the interests of the patient, good communication with patients, understanding patient needs and giving full attention to patients with the aim of giving satisfaction to patients and making patients want to do things. This repeat visit, of course, must be carried out regardless of the patient's social, economic, ethnic and religious status.

Respondents were dissatisfied 1 person (4%) and less satisfied 5 people (21%) respondents said that when there were patients waiting outside the officers seemed to be in a hurry in providing services so that they did not focus on the patients being given services even when respondents said their complaints the officer did not seem to focus on listening because while taking notes even when the patient gave a complaint to the officer only the response was normal without being given a solution so that 10 respondents (42%) said they were not satisfied. In addition, 1 respondent (4%) said they were dissatisfied and 9 respondents (37%) said they were dissatisfied, especially Javanese patients because they felt distinguished by officers who were from the Lampung ethnic group, such as when they were consulting with midwives, midwives were seen chatting with other officers in plain language. Lampung and responding to patients, besides that, the patient also felt dissatisfied because when he was waiting in line and there was a new patient who came, the midwife was an old patient and the midwife was not in line with the queue.

In the dimension of empathy, good communication and special and sincere attention to patients are needed so that patients feel satisfied and want to make return visits, in this study there was a lack of service quality in the empathy aspect of officers so that patients became dissatisfied and did not have the desire to visit so reduce patient loyalty to the place of service.

Conclusion and Suggestions

Conclusion

The frequency of satisfaction levels of ANC patients on the 5 dimensions of midwifery service quality showed that 11 people were less satisfied (46%), while 13 patients were satisfied (54%).

The frequency of satisfaction of ANC patients with TPMB Masriyana's midwifery services in the tangible dimension (direct evidence) found that respondents were not satisfied with the number of 12 people (50%), while respondents with satisfaction levels were 12 pregnant women (50%).

The frequency distribution of the satisfaction level of ANC patients on the quality of midwifery services at TPMB Masriyana on the reliability dimension of 24 respondents found 12 respondents said they were not satisfied (50%), while those who said they were satisfied were 12 respondents (50%).

The distribution of the level of satisfaction of ANC patients with midwifery services at TPMB Masriyana based on the dimensions of responsiveness found that 7 respondents (29%).

The level of satisfaction of ANC patients with midwifery services at TPMB Masriyana in the assurance dimension was found to be less satisfied by 13 respondents (54%), while those who said they were satisfied were 11 respondents (46%).

The level of satisfaction of ANC patients with midwifery services at TPMB Masriyana in the empathy dimension found that 12 people (50%) were less satisfied and 12 (50%) were satisfied.

Suggestions

Suggestions obtained based on the results of research conducted to the TPMB should provide a comfortable waiting room by providing sufficient,



comfortable and safe seats to be occupied, TPMB should apply SOPs to officers by using the same uniform and neatly not only using t-shirts, Officers TPMB before and after providing services must wash their hands first with soap, and to avoid officers forgetting to be biased by sticking hand washing posters near water taps, TPMB in responding to patient complaints should provide appropriate responses and use language that is easy to understand and focus on complaints patients, TPMB should implement a training system for new officers so that in providing care they are not left alone and are still directly supervised by more experienced officers, Officers in welcoming patients should apply the 5S that have been learned during education first, so that patients feel well received, officers when providing services to patients should ensure patient privacy is maintained by closing curtains or sampiran, and doors. Then officers should provide services such as checking using tools to make sure beforehand whether the tools are clean. From the results of this study, it can provide benefits for readers, especially health workers, namely midwives so that in providing services they pay attention to the level of patient satisfaction, then further researchers can use this research as a reference to conduct more in-depth research. regarding the causes of the decline in the number of antenatal care visits and which affect the level of patient satisfaction

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