

UNIVERSITAS MUHAMMADIYAH SEMARANG
FAKULTAS ILMU KEPERAWATAN DAN KESEHATAN
PROGRAM STUDI DIII KEBIDANAN
2017

ABSTRAK

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**HUBUNGAN KEPUASAN PASIEN DENGAN KUALITAS PELAYANAN
ANTENATAL CARE (ANC) OLEH BIDAN JEJARING BPJS DI WILAYAH
KERJA PUSKESMAS WARUNGASEM KABUPATEN BATANG**

(xiii + 73 halaman + 10 tabel + 2 bagan + 13 lampiran + 36 kepustakaan)

Latar belakang : Data sekunder dalam penelitian ini adalah data kunjungan *Antenatal Care* (ANC) Trimester III pada ibu hamil di Poliklinik BKIA Warungasem Kabupaten Batang pada tahun 2014 sebanyak 684 ibu hamil, tahun 2015 sebanyak 691 ibu hamil. Data tahun 2016 sebanyak 697 ibu hamil. **Tujuan :** Untuk mengetahui hubungan kualitas pelayanan *Antenatal Care* (ANC) oleh bidan jejaring BPJS dengan kepuasan pasien. **Metode :** Jenis penelitian *analitik korelasi* dengan rancangan penelitian *cross sectional*. Populasi dalam penelitian ini adalah ibu trimester III sebanyak 67 ibu hamil. Sampel penelitian ini adalah ibu hamil trimester III sebanyak 57 ibu dengan teknik *accidental sampling*. Variabel bebas adalah kualitas pelayanan *Antenatal Care* (ANC) oleh bidan jejaring BPJS dan variabel terikat adalah kepuasan pasien. Analisa data menggunakan uji chi square. **Hasil :** Umur ibu sebagian besar usia reproduksi sehat sebanyak 54 responden (94,7%). Pendidikan ibu sebagian besar SMA / SMK sebanyak 31 responden (54,4%). Pekerjaan ibu sebagian karyawan swasta sebanyak 30 responden (52,6%). Kepuasan pasien sebagian besar kepuasan tinggi sebanyak 30 responden (52,6%). Kualitas pelayanan *Antenatal Care* (ANC) oleh bidan jejaring BPJS sebagian besar baik sebanyak 39 responden (68,4%). **Kesimpulan :** Hubungan kepuasan pasien dengan kualitas pelayanan *antenatal care* (ANC) oleh Bidan Jejaring BPJS Di Wilayah Kerja Puskesmas Warungasem Kabupaten Batang (P-value = 0,000).

Kata kunci : Kepuasan pasien, kualitas pelayanan *antenatal care* (ANC), bidan jejaring BPJS

Kepustakaan : 36 (2007 – 2016)

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2017**

ABSTRACT

Lian Sundari*. Nuke Devi Indrawati**. Siti Nurjanah**.

**THE CORRELATION OF PATIENT SATISFACTION BY MIDWIVES
AFFILIATED WITH BPJS AND QUALITY OF ANTENATAL CARE (ANC)
SERVICES IN WORKING AREA OF PRIMARY HEALTH CARE OF
WARUNGASEM BATANG REGENCY**

(xiii + 73 pages + 10 tables + 2 charts + 13 attachment + 36 literature)

Background : Secondary data in this study is the data of Antenatal Care (ANC) Trimester III visit to pregnant women in Polyclinic BKIA Warungasem Batang Regency in 2014 as many as 684 pregnant women, 2015 as many as 691 pregnant women. Data of 2016 were 697 pregnant women. **Objective** : To know the relationship of service quality of Antenatal Care (ANC) by midwife of BPJS network with patient satisfaction. **Method** : Type of correlation analytic research with cross sectional study design. Population in this research is mother of trimester III counted 67 pregnant mother. The sample of this research is pregnant mother of trimester III counted 57 mother with accidental sampling technique. The independent variable is the quality of Antenatal Care service (ANC) by BPJS network midwife and the dependent variable is patient satisfaction. Data analysis using chi square test. **Result** : Maternal age most of healthy reproductive age as much as 54 respondents (94,7%). Maternal education mostly high school / vocational as many as 31 respondents (54,4%). The work of the mother of some private employees was 30 respondents (52,6%). Patient satisfaction is mostly high satisfaction of 30 respondents (52,6%). The quality of Antenatal Care (ANC) service by BPJS network midwife is mostly good as many as 39 respondents (68,4%). **Conclusion** : The correlation of patient satisfaction by midwives affiliated with BPJS and quality of antenatal care (ANC) services in working area of primary health care of warungasem batang regency (P-value = 0,000).

Keyword : Patient satisfaction, quality of antenatal care service (ANC), BPJS network midwife

Bibliography : 36 (2007 – 2016)

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