

# The relationship between midwife communication and the level of satisfaction of pregnant women in antenatal care services at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024.

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| ARTICLE INFO                                                                                                   | ABSTRACT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Article history:</b></p> <p>Received Nov 29, 2024<br/>Revised Dec 26, 2024<br/>Accepted Dec 30, 2024</p> | <p>World Health Organization (WHO) data on national health status in achieving the Sustainable Development Goals (SDGs) targets states that globally around 830 women die every day due to complications during pregnancy and childbirth, with an MMR of 216 per 100,000 live births (WHO, 2019). As many as 99 percent of maternal deaths due to pregnancy, childbirth or birth problems occur in developing countries. The MMR ratio is still considered quite high as targeted to be 70 per 100,000 live births in 2030 (WHO, 2019). WHO estimates that more than 585,000 mothers die each year during pregnancy or childbirth. Research Objectives The Relationship Between Effective Midwife Communication and the Level of Satisfaction with Antenatalcare Services in Pregnant Women at the Kotanopan Health Center UPTD, Mandailing Natal Regency, North Sumatra Province in 2024. Quantitative research method using a Cross Sectional approach. This study uses an extensive dataset to see many cases and relationships between variables. The results of the study showed a significant relationship between midwife attitudes (<math>P</math> value = 0.000 <math>&lt; \alpha</math> value = 0.05) and midwife communication (<math>P</math> value = 0.000 <math>&lt; \alpha</math> value = 0.05) with satisfaction with antenatal care services for pregnant women at the Community Health Center.</p> |
| <p><b>Keywords:</b></p> <p>Communication,<br/>Satisfaction,<br/>Service,<br/>Antenatal Care.</p>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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## INTRODUCTION

World Health Organization (WHO) data on national health status in achieving Sustainable Development Goals (SDGs) targets (Purnamasari, 2019) states that globally around 830 women die every day due to complications during pregnancy and childbirth, with an MMR of 216 per 100,000 live births. As many as 99 percent of maternal deaths due to problems with pregnancy, childbirth

or birth occur in developing countries.(Maryam, 2025),(Lestari, 2023),(Avicena, n.d.). The MMR ratio is still considered quite high as targeted to be 70 per 100,000 live births in 2030.(Amin et al., 2021),(Retnaningtyas & Wahyuni, 2022). WHO estimates that more than 585,000 mothers die each year during pregnancy or childbirth. In South Asia, women are 1 in 18 likely to die from pregnancy or childbirth during their lifetime. More than 50% of deaths in developing countries could actually be prevented with existing technology and relatively low costs.(Wahyuni et al., 2024),(Daulay, 2022),(Aurelia, n.d.).

Based on the 2019 Basic Health Research (Riskesdas) data, it can also be seen that the proportion of pregnancy check-ups in North Sumatra Province was 92.4%, while those who did not undergo check-ups were 7.6%.(Princess, 2022),(Sari et al., 2023). The coverage rate of ANC K1 in North Sumatra Province is 90.0% while ANC K4 is 85.9%.(Fajrika et al., 2023). This shows that ANC coverage in North Sumatra Province is still low because the national target for ANC is 95% (North Sumatra Health Office Profile, 2019). Based on the 2020 South Tapanuli Regency health profile report, ANC coverage in South Tapanuli Regency is 100%(RAMBE & Nasution, 2022),(Hasibuan & Coal, 2021).

Poor communication from the midwife will have a negative impact, including causing misunderstandings between the midwife and the patient or their family and the patient will be dissatisfied.(Marniati, 2022),(Iskandar, 2024) Lack of communication between midwives and pregnant women has an impact on pregnant women's dissatisfaction with the antenatal care services provided, possibly decreasing interest in repeat visits, conversely good communication between midwives and pregnant women will create a sense of satisfaction with the services provided, thereby increasing interest in repeat visits.(DAHAYANI, n.d.),(Fitriyani, 2019).

Based on the results of preliminary research interviews with 10 pregnant women, 3 pregnant women stated that the explanation from the midwife at the Padang research location was quite good because it was easy to understand, while 7 pregnant women stated that the service or communication from the midwife was still not good because the patient had to wait too long, besides that the midwife still did not provide enough explanation and used language that was difficult for the patient to understand.(Roza, 2018),(Purwanti & Cholifah, 2019). Based on the background above, the researcher studied the "Relationship between Effective Communication of Midwives and the Level of Satisfaction of Antenatalcare Services in Pregnant Women at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024"(Astari, 2020).

## RESEARCH METHOD

This type of research uses quantitative research using a Cross Sectional approach. This study uses an extensive dataset to see many cases and relationships between variables. This design is used to determine the Relationship between Effective Midwife Communication and the Level of Satisfaction with Antenatalcare Services in Pregnant Women at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024.

### Time and place of research

This study was conducted at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024.

### Operational Definition

Midwife Communication: A description of the interaction between midwives and clients in an effort to fulfill client needs; As a supporting factor for professional services by midwives.(Hartiningrum & Fitriani, 2021). Satisfaction of Pregnant Women: Satisfaction of Pregnant Women is a pregnant woman who has compared the aspects of effective communication and also the expected ante natal care services through the level of a person's feelings.(Wulansari & Sulistyaningsih, 2012),(HARAHAP, 2022).

### Population and Sample

Population is the overall object of research that will be studied. The population in this study was at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024 with a total of 3. The sample is the object that will be studied and is considered to be able to represent the entire population. Therefore, the number of samples in this study is 31. The sampling technique is a sampling technique. So, to determine the sample to be used in this study using the Simple random sampling technique (Sampling, nd).

### Measurement Method

It is a type of analysis conducted to determine the relationship between 2 variables. Data collection uses the Chisquare Test to test whether there is a relationship between 2 variables.

### Data analysis

Univariate data analysis is the process of analyzing a single variable to understand its characteristics. If the data is categorical, the analysis is done by calculating frequencies and percentages, and can be presented in the form of tables or bar charts. Meanwhile, for numerical data, measures of central tendency (such as mean, median, mode) and measures of dispersion (such as standard deviation, range, and variance) are used, and are visualized through histograms or boxplots. The main purpose of univariate analysis is to describe and summarize information from each variable thoroughly before proceeding to further analysis.

## RESULTS AND DISCUSSIONS

This study was conducted to determine the "Relationship between Effective Communication and the Level of Satisfaction of Antenatal Care Services in Pregnant Women at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024". With a sample of 31 respondents. The data collected were univariate and bivariate data, where univariate data were obtained by providing questionnaires. The results of the study were analyzed bivariately to see the frequency distribution of each research variable and bivariately to see the relationship between the independent variable and the dependent variable.

### Respondent Characteristics

#### a. Distribution of Respondent Characteristics

Table 1 shows that there were 31 respondents from all respondents. The frequency obtained was based on age at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024.

**Table 1.** Distribution of Respondent Characteristics

| No | Characteristics    | Frequency ( N ) | Presentation |
|----|--------------------|-----------------|--------------|
| 1  | Age                |                 |              |
|    | 23-25              | 4               | 12.9%        |
|    | 26-29              | 12              | 38.7%        |
|    | 30-35              | 10              | 32.3%        |
|    | 36-42              | 5               | 16.1%        |
|    | Amount             | 31              | 100%         |
| 2  | Education          |                 |              |
|    | SD                 | 4               | 12.9%        |
|    | JUNIOR HIGH SCHOOL |                 |              |
|    | SENIOR HIGH SCHOOL | 6               | 19.4%        |
|    | PT                 | 17              | 54.8%        |
|    | Amount             | 4               | 12.9%        |
|    |                    | 31              | 100%         |
| 3  | Work               |                 |              |
|    | Doesn't work       | 24              | 77.5%        |
|    | Work               | 7               | 22.5%        |

Based on table 4.1. it is explained that the majority of respondents aged 26-29 years amounted to 12 people (38.7%), the majority of respondents had high school education amounted to 17 people (54.8%), and the majority of respondents were unemployed amounted to 24 people (77.5%).

**Table 2.** Frequency Distribution of Respondents Based on Attitudes, Midwife Communication, and Satisfaction of Pregnant Women in Antenatal Care at UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024

| No | Variables             | Frequency ( N ) | Presentation |
|----|-----------------------|-----------------|--------------|
| 1  | Attitude              |                 |              |
|    | Good                  | 23              | 74.2%        |
|    | Not good              | 8               | 25.8%        |
|    | Amount                | 31              | 100%         |
| 2  | Midwife Communication |                 |              |
|    | Good                  | 18              | 58.1%        |
|    | Not good              | 13              | 41.9         |
|    | Amount                | 31              | 100%         |
| 3  | Satisfaction          |                 |              |
|    | Satisfied             | 22              | 70.9%        |
|    | Not satisfied         | 9               | 29.1%        |
|    | Amount                | 31              | 100%         |

The results of the analysis showed that most respondents said that the midwife's attitude was good, namely 23 people (74.2%), most respondents said that the midwife's communication was good, namely 18 people (58.1%), and for the satisfaction of pregnant women in antenatal care at the Kotanopan Health Center UPTD, Mandailing Natal Regency, North Sumatra Province in 2024, most respondents said they were satisfied, namely 22 people (70.9%).

**Table 3.** Distribution of Communication with the Level of Satisfaction of Antenatalcare Services at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024

| Midwife Communication | Satisfaction Level |           |               |          |
|-----------------------|--------------------|-----------|---------------|----------|
|                       | Very satisfied     | Satisfied | Not satisfied | Amount   |
|                       | f %                | f %       | f %           | f %      |
| Very good             | 19 61.3%           | 9 29.1%   | 1 3.2%        | 29 93.6% |
| Good                  | 1 3.2%             | 0 0       | 0 0           | 1 3.2%   |
| Not good              | 1 3.2%             | 0 0       | 0 0           | 1 3.2%   |
| Total                 | 21 67.7%           | 9 29.1%   | 1 3.2%        | 31 100%  |

Based on table 3 above, it can be seen that most pregnant women stated that midwife communication was very good so that 19 women (61.3%) stated that they were very satisfied with the ANC services provided by midwives. The results of statistical analysis using the Chisquare Test obtained a p value = 0.358, namely  $p \geq \alpha$  (0.05), thus  $H_0$  was accepted, meaning that there was no relationship between midwife communication and the level of satisfaction of pregnant women in getting ANC services at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024.

## CONCLUSION

Based on research that has been conducted so far at the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024, the following results were obtained: Midwife Communication The results of a study of 31 pregnant women who visited the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province from April 1 to May 14, 2024 showed that communication between midwives and pregnant women was mostly very good, amounting to 29 people (93.6%).

This excellent midwife communication is because the midwife is able to establish good communication with the pregnant woman and the midwife provides an explanation that is easy for the pregnant woman to understand so that the pregnant woman understands the results of the

examination and how the midwife deals with the problems experienced by the pregnant woman. Midwifery communication is a form of communication used by midwives in providing midwifery care to pregnant women. Midwifery communication is a depiction of the interaction between midwives and pregnant women in an effort to meet the needs of pregnant women. As is known, pregnant women or pregnant women demand complete services, both physically and psychologically, especially pregnant women who experience emotional instability during the adaptation process to a change in status, such as becoming a mother, becoming a parent, experiencing their first pregnancy. Because of this situation, pregnant women need to get assistance and closeness to health service personnel, one of which is a midwife (Ministry of Health of the Republic of Indonesia, 2020).

**Satisfaction Level** The results of a study of 31 pregnant women who visited the UPTD Kotanopan Health Center, Mandailing Natal Regency, North Sumatra Province in 2024 from April 1 to May 14, 2024 showed that most pregnant women stated that they were very satisfied with the ANC services provided by midwives, totaling 21 people (67.7%). Pregnant women were very satisfied with the services of midwives because midwives always welcomed pregnant women who came and could always provide the best service to pregnant women.

Due to the lack of midwives at Balimbing Hospital, pregnant women have the view that there are still midwives who are impolite and unprofessional in serving patients. Not all midwives use language that is easy for pregnant women to understand, such as midwifery language, and midwives only write down the schedule for repeat visits in the mother's KIA book without telling the mother when the schedule for repeat visits is. This makes pregnant women less satisfied with the services provided by midwives. Indicators of the trust variable also have an influence on the satisfaction of pregnant women. The health center is considered not to be optimal in providing a sense of security and comfort to patients due to the limited number of examination rooms so that patients do not get maximum care from the health center.

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