

# The Correlation of Midwife Professionalism with Loyalty of IUD Family Planning Acceptors at Health Center Simpang Tiga Bukit District Bener Meriah Regency

**Herna Rinayanti Manurung**

STIKes Mitra Husada Medan , Indonesia

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## ABSTRACT

Professionalism reflects a person's attitude towards his profession. Along with the increasing demand from the community for quality services, especially health services, local governments must strive to improve services in all aspects and fields, one of which is loyalty to the use of family planning acceptors. The purpose of this study was to examine the correlatioj between the professionalism of midwives and the loyalty of IUD family planning acceptors. Observational analytic research method with cross sectional design. The sample in this study amounted to 62 people. Data analysis using spearman rank. The results showed that most of the respondents chose the professionalism of the midwife as many as 42 respondents (67.74%) strong, Most of the respondents had high loyalty as many as 42 respondents (67.74%). The results of the Spearman Rank test  $p = 0.002$ , there is a relationship between professionalism and work loyalty of midwives. Therefore, it is expected that health workers at Simpang Tiga Health Center, District Hill District. Bener Meriah can always maintain the professionalism of the midwife and always maintain communication and work motivation with the midwife or other health workers.

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**E-mail:**  
[hernarinayanti28@gmail.com](mailto:hernarinayanti28@gmail.com)

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## 1. Introduction

Professionalism reflects a person's attitude towards his profession. In simple terms, professionalism is defined as the behavior, methods, and qualities that characterize a profession. A person is said to be professional if his work has the characteristics of technical or ethical standards of a profession (Oerip and Uetomo, 2000). Patients will assess the quality of services starting from the first time they come, the service process, the costs incurred, until the patient goes home. If the perceived service is not as expected, the patient is dissatisfied and ultimately will not be loyal to the hospital. However, if the perceived service meets or even exceeds the patient's expectations, the patient will be satisfied and remain willing to be a loyal patient to the Health and Community Institution.

Along with the increasing public demand for quality services, especially health services, local governments must strive to improve services in all aspects and fields. In the field of Health, similar demands are also a major issue in the administration of government in the future era. Health services that are not in accordance with patient expectations are input for health service organizations to try to meet these demands. Characteristics of the attitude and loyalty of family planning acceptor users are based on the interest of family planning acceptors on the services provided by health workers, especially midwives, with the ONE SEVEN process in counseling the use of contraceptives. As for the existence of family planning acceptors who have a loyal attitude and nature, they are not only users, but they will inform other people, relatives or family members so as to make profits for the

government as the maker of the program, this is a long-term success (Tjiptono, 2010). 2018). The Family Planning Program is a movement to form a healthy and prosperous family by limiting births. The family planning program is also a business activity step compiled by family planning organizations and is a government program to achieve prosperous people based on health legislation. In other words, the number of families with restrictions that can be done by using contraceptives or birth control using contraceptives, especially the IUD KB (Rosita, 2019).

The family planning program has a very important meaning in the effort to realize prosperous Indonesian people in addition to education and health programs. Law No. 10 of 1992 concerning Population Development and Development of Prosperous Families which was later revised by Law No. 52 of 2009 concerning Population Development and Family Development states that the BKKBN Family urges the public to take advantage of the family planning program during the Covid-19 pandemic by distributing Installation of contraceptives for health service providers (fakyanke) which is financed free of charge or by utilizing BPJS, the things promoted by the government are KB MOW, MOP, Implants and IUDs (BKKBN, 2021).

The IUD or in other words IUD (Intrauterine Contraceptive Device) is one of the modern contraceptives that has been designed in such a way that it will be placed in the uterine cavity. The IUD is also a contraceptive device that is inserted into the uterus in various forms, consisting of plastic (polythylene), some wrapped with copper (Cu), some wrapped with copper mixed with silver (Ag). progesterone (Kusmarjati, 2017). Based on the 2019 IDHS data, the prevalence of active family planning based on contraceptive methods in North Sumatra and Aceh is still very low, namely 16% of IUD users, 0.5% of MOP, 2.8% of MOW, 5.4% of implants, 3. 8%, 47% injectable family planning and 24.6% PIL users. The most popular contraceptive is injectable contraception which is not part of long-term contraception and is very prone to drop out. On the other hand, the IUD as one of the long-term methods that provides protection against pregnancy for a period of more than 3 years actually has a small prevalence. The results of the initial survey found that from 4712 PUS, the number of IUD KB acceptors was still low compared to other contraceptives, namely 207, 312 implants, 1241 pills, 1344 injections and 179 condoms. Based on the results of the background above, the researchers are interested in conducting research related to the correlation between the professionalism of midwives and the loyalty of IUD family planning acceptors at the Simpang Tiga Health Center, Bukit District. Bener Meriah.

## 2. Method

This type of research is an analytical observation with a cross sectional design. The population in this study were all 153 PUS who used IUD contraception at the Simpang Tiga Health Center, Bener Meriah Bukit District. The sample is some IUD acceptor mothers who are in the work area of the Simpang Tiga Health Center, Kec. Bener Meriah District numbered 62 people. The sample is some IUD acceptor mothers who are in the work area of the Simpang Tiga Health Center, Kec. Bener Meriah Hill District in 2021 totaled 62 people. Data analysis used by Spearman Rank's Test.

## 3. Results and Discussion

### 3.1 Univariate Analysis

**Table 1**  
Frequency distribution based on the gender of the respondent at the Simpang Tiga Health Center, Bukit District, Bener Meriah Regency

Kinds of Sex	Total	Percentage (%)
20-35 Years Old	17	27,41
36-45 Years Old	45	72,58
<b>Total</b>	<b>62</b>	<b>100</b>

Based on table 1, it shows that most of the respondents' gender in the Cempaka and Dahlia rooms at the Simpang Tiga Health Center, Bukit District, Bener Meriah Regency are women, as many as 45 respondents (72.58%).

**Table 2.**  
Frequency distribution based on respondent's education at Simpang Tiga Public Health Center, Bukit District, Bener Meriah Regency

Education	Total	Percentage (%)
SD	10	16,12
SMP	36	58,06
SMA	13	20,96
D3/S1	3	4,83
<b>Total</b>	<b>62</b>	<b>100</b>

Based on table 2, it shows that most of the respondents' education at the Simpang Tiga Health Center Bukit District, Bener Meriah Regency is junior high school as many as 36 respondents (58.06%).

**Table 3**  
Frequency distribution based on parity of respondents at Simpang Tiga Health Center, Bukit District, Bener Meriah Regency

Parity	Total	Percentage (%)
Primipara	23	37,09
Multipara	39	62,90
<b>Total</b>	<b>62</b>	<b>100</b>

Based on table 3, it shows that almost half of the respondents' working hours at the Simpang Tiga Health Center, Kec. Bener Meriah District Hill is Multipara with 39 respondents (62.90%).

**Table 4.**  
Frequency distribution based on respondent's knowledge at Simpang Tiga Health Center, Bukit District, Bener Meriah Regency

Education	Total	Percentage (%)
Good	24	38,70
Enough	28	45,16
Less	10	16,12
<b>Total</b>	<b>62</b>	<b>100</b>

Based on table 4 shows almost all the knowledge status of respondents at the Simpang Tiga Health Center, Kec. Bukit Bener Meriah Regency is Enough with 28 respondents (45,16%).

**Table 5.**  
Loyalty at Simpang Tiga Health Center, Bukit District, Bener Meriah Regency

Loyalitas	Jumlah	Persentase (%)
Loyal	42	67,74
Not Loyal	20	32,25
<b>Total</b>	<b>62</b>	<b>100</b>

Based on table 5 shows most of the Loyalty in the room at the Simpang Tiga Health Center, Kec. Bukit Kab Bener Meriah is strong with 42 respondents (67.74%).

**Table 6**  
Professionalism at the Simpang Tiga Health Center, Bukit District, Bener Meriah Regency

Professionalism	Total	Percentage (%)
Professional	40	64,51
Not Professional	22	35,48
<b>Total</b>	<b>62</b>	<b>100</b>

Based on table 6, it shows that most of the professionalism in the Simpang Tiga Public Health Center, Bukit District Bener Meriah Regency is strong with 40 respondents (64.51%).

**Table 7**

Relationship between Professionalism and Loyalty Professionalism and Loyalty of Family Planning Acceptors at Simpang Tiga Health Center, Bukit District, Bener Meriah Regency

Professionalism	Loyalty		Not Loyalty		Total	
	N	%	N	%	N	%
Professional	28	45,16	12	19,35	40	64,51
Not Professional	14	22,58	8	12,90	22	35,48
<b>Total</b>	<b>42</b>	<b>67,74</b>	<b>20</b>	<b>32,25</b>	<b>62</b>	<b>100</b>

Based on table 7 shows that from 62 respondents with strong professionalism affects highloyalty a number of 42 respondents (67.74%). Based on the results of the Spearman Rank's test, professionalism and work loyalty of midwives at the Simpang Tiga Health Center Kec.Bukit Kab. Bener Meriah, the results obtained are  $p = 0.002$  this indicates that the  $p$  value  $< 0.05$  then 1 is accepted and 0 is rejected, meaning that there is a relationship between professionalism and work loyalty. Midwife at Simpang Tiga Health Center, Bukit District, Bener Meriah District

### 3.2 Discussion

#### a. Professionalism at Health center Simpang Tiga Bukit District. Bener Meriah Regency

Based on table 6, the professionalism of midwives is strong as many as 42 respondents (67.74%). Moderate unprofessionalism as many as 22 respondents (32.8%). There are 42 respondents who choose strong professionalism (67.74%). Strong professionalism is due to factors of formal education, length of work, communication, skills, responsibility and competence, to clients or family planning acceptors who are quite good. The relationship between professionalism and loyalty can be due to age, junior high school multiparas as many as 36 respondents (58.06%). Most of the preferred professionalism is strong due to good communication between midwives and family planning acceptors, with an average of sufficient knowledge of 28 respondents (45.16%).

Communication is a process of sharing messages through the activities of sending and receiving messages. Paradigmatically, communication means a pattern that includes a number of components that are functionally correlated with one another to achieve a certain goal (Suprpto, 2009). Problem solving is a decision taken by superiors to solve a problem. The result of problem solving is a solution (McLeod & Schell, 2008). The relationship between leaders and subordinates is a style that shows concern that prioritizes relationships with human factors (Fiedler in Siagian, 2003).

#### b. Loyalty of KB acceptor at Simpang Tiga Health Center, Bukit District, Bener Meriah Regency

Based on table 5, it is found that respondents with high loyalty are 42 respondents (67.74%), respondents with no loyalty are 20 respondents (32.25%) so that most of the respondents have high loyalty. Based on table 4.2.2 it is known that 42 respondents (67.74%). have high loyalty. The results of basic health research on the use of contraceptives in EFA from 2012-2017 have increased by 1.7% with the percentage of results 61.9% (2012), 63.6% (2017) (Risksdas, 2017). The purpose of this study was to determine the effect of the performance of health workers on the satisfaction of family planning acceptors at the Bakunase Health Center. This research is a quantitative research, the method used is descriptive analytic with a cross sectional design. the sample in this study amounted to 30 people. Data were collected using a performance and satisfaction questionnaire on family planning acceptors at the Bakunase Health Center. data analysis using Spearman Rho test. From the results of the study showed that there was a significant influence between the performance of health workers on the satisfaction of family planning acceptors with the value of sig. 0.004, which means less than 0.05. This means that there is an effect of the performance of health workers on the satisfaction of family planning acceptors at the Bakunase Health Center. To make the level of

satisfaction as input for health workers, efforts are needed to improve the quality of services and a better understanding of the determinants of satisfaction is needed in improving the quality of quality health services related to family planning programs. According to researchers, high loyalty apart from the influence of Midwife Professionalism can also come from the services of a Midwife within a person, including physiological needs, a sense of security at work, social needs, appreciation, self-actualization of internal and external factors. Self-actualization or fulfillment of self-needs can be supported by education and knowledge 36 as many as 29 respondents (58.04%). High Loyalty Knowledge and Education are adequate to meet their individual needs, so that physiological, safety, and social needs can be met. Factors that affect loyalty are internal factors that come from psychological processes within a person, including age, parity, education, knowledge.

Based on table 3, it is found that most of the parity respondents are multiparity with 39 respondents (62.90%). According to researchers, parity is the total number of children who have been born, the more children they have, the greater the desire to stop the next pregnancy, so they prefer to use long-term contraceptive methods (Manuaba, 2010).

Based on table 2, it is found that most of the respondents' education level is DIII with 3 respondents (4.83%). According to researchers Education is a process of change, increasing knowledge, mindset and behavior of a person. The dynamics in various aspects cause the educational process to continuously develop and sustain each other so that people can accept new ideas and innovate rationally. Education can influence daily behavior, including the use of effective family planning (BKKBN, 2008). A person's acceptance of the use of post-placental IUDs is closely related to the ability to receive and respond to various information about contraception given. According to Mubarak, et al (2007).

According to researchers Knowledge is the result of knowing, which occurs after someone. Based on research conducted by Sari Handayani Utami, et al (2013) in Padang concluded that someone who has a good knowledge of contraception will significantly increase the use of contraception compared to someone with less knowledge about contraception Loyalty is the most effective way to encourage IUD acceptors to work nicely. The real rewards that employees receive for working are in the form of salaries, benefits, and incentives (Mathis and Jackson, 2006).

#### **c. The Correlation between the professionalism of the midwife and the loyalty of the acceptor IUD KB**

Based on table 7, it was found that 37 respondents (55.2%) chose strong professionalism and high motivation. Medium 12 respondents (17.9%) chose moderate professionalism and moderate motivation. The results of data analysis with Spearman rank test using SPSS software obtained p value = 0.002. This result is smaller than the significant value used, namely  $p = 0.05$ , which means that there is a relationship between the variables of Professionalism and Work Loyalty, and where the correlation coefficient value is 0.377, which means that the correlation is sufficient with the direction of the positive relationship, the stronger the professionalism, the better. high loyalty. Then  $p < \alpha$  in other words 1 is accepted, then there is a relationship between Professionalism style and Loyalty of work.

Loyalty is a series of attitudes and values that influence individuals to be able to achieve a specific thing according to the individual's goals (Rivai in Marliani, 2015). A person's loyalty in the use of Kb Acceptors is influenced by several factors, namely internal originating from psychological processes within a person, and factors of Age, Parity, Education and Knowledge (Sayuti, 2007). One of the factors that can affect loyalty is professionalism. Professionalism is a behavioral norm used by a leader when trying to fulfill the behavior or motivate others or subordinates (Thoha, 2007). Professionalism is a set of characteristics used by leaders to influence subordinates so that organizational goals are achieved or it can also be said that professionalism is a pattern of behavior and strategies that are preferred and often applied by a leader (Rivai, 2014).

The research (Ipansah 2019) conducted by aims to analyze (1) Description of the performance of Posyandu cadres, (2) The partial effect of cadre training, knowledge, attitudes, incentives, officer development and community support on the performance of Posyandu cadres, (3) Simultaneous influence cadre training, knowledge, attitudes, incentives, staff coaching and community support on the performance of Posyandu cadres, and (4) Factors that have a dominant influence on the performance of Posyandu cadres. This research is a descriptive study with a quantitative approach. Data collection was carried out using a cross-sectional survey method (Cross Sectional). Respondents are Posyandu cadres who have been cadres for at least a year, totaling 92 people. This research was

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conducted in the Padang Batung Public Health Center and the Wasah Health Center in Hulu Sungai Regency, regarding the Relationship between the Professionalism of the Head of the Room and the Loyalty of the Midwife at the Simpang Tiga Public Health Center, the midwife, with a cross sectional sampling technique, the method used was the lambda correlation coefficient, the results obtained were Lambda values. of 0.795 indicates a strong relationship level with a value of  $p = 0.00$  smaller than  $= 0.05$  ( $p < 0.05$ ) which means that there is a significant relationship between the professionalism of the head of the room and the loyalty of the midwife in the Padang Batung Public Health Center and the Public Health Center. Wasah Hulu Sungai Regency.

## 4. Conclusion

Most of the respondents chose the professionalism of the midwife as many as 42 respondents 64.74% strong. Most of the respondents have a high loyalty of 42 respondents, 67.74%, and there is a relationship between the professionalism of the midwife and the loyalty of IUD KB acceptors at the Simpang Tiga Health Center, District of Bukit Kab. Really Merry. Therefore, it is hoped that the Simpang Tiga Health Center in the District of Bukit Kab. Bener Meriah can always maintain the professionalism of the midwife who is run and always maintain communication with members or other health workers so that good communication can always be established and can continue to maintain the work motivation of midwives and other health workers.

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