

Analysis of Ante Natal Care Services With Satisfaction of Pregnant Women at the Health Center in Kuta Cane City

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ABSTRACT

Satisfaction with health services provided tends to comply with advice and comply with agreed treatment plans and in carrying out ANC examinations. This study aims to determine the analysis of ANC Services and Satisfaction of Pregnant Women at the Health Center in Kuta Cane City, Southeast Aceh District in 2020. Method: This type of research is observational with a crosssectional approach which aims to explain Ante Natal Care Services with Satisfaction of Pregnant Women. The population in this study were pregnant women who came from 01 January to 31 March 2020 totaling 34 people. The sampling technique takes the entire population of 34 people. The data analysis technique uses the chi square statistical test. Results: This study found that the highest age of pregnant women was 30-35 years, 27 respondents (79.4%), high school education 17 respondents (50%), work as an entrepreneur 15 respondents (44.1%), Parity 2 as many as 14 respondents (41.2%). ANC services for pregnant women in the good category were 30 respondents (88.2%), pregnant women were satisfied with the ante-natal care services in the satisfied category as many as 30 respondents (88.2%), there was a relationship between ante-natal care services and the satisfaction of pregnant women with a value of $p = 0.000$. The conclusion is that there is a relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh Regency in 2020. Suggestions to improve ANC services.

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1. Introduction

Service quality can be measured by comparing the perceptions between expected services and services received and felt by patients. Patient satisfaction is the level of patient feelings after comparing with their expectations. A patient if he is satisfied with the value provided by a product or service then it is very likely to become a customer for a long time. Factors that indirectly cause high maternal and infant mortality rates include the low level of knowledge of mothers and the frequency of Ante Natal Care checks that are not regular. Ante Natal care is a service provided to pregnant women on a regular basis to maintain the health of the mother and her baby. Quality Ante Natal Care services can increase public trust and satisfaction with health services provided by midwives and Puskesmas.

Patient satisfaction is often seen as an important component in health services. Patients who experience satisfaction with the health services provided tend to comply with the advice and comply with the agreed treatment plan and in carrying out the ANC examination again, but if the patient is not satisfied then the patient will not return for the ANC examination. According to the World Health Organization (WHO) in 2014 the Maternal Mortality Rate (MMR) in the world is 289,000 people. The United States is 9300 people, North Africa 179,000 people, and Southeast Asia 16,000 people. Maternal Mortality Rate in Southeast Asian countries, namely Indonesia 214 per 100,000 births in Thailand 44 per 100,000 live births, Vietnam 160 per 100,000 live births, and Malaysia 39 per 100,000 live births. (WHO, 2014).

Maternal and Child Health Polyclinic (MCH) services at Puskesmas have an important role in improving maternal and child health, one of which is providing 10 T Integrated Antenatal Care (ANC) services for mothers during pregnancy. ANC is a planned health service in the form of observation, education and medical treatment for pregnant women provided by professional health workers (health workers) with a frequency of visits of at least four times according to ANC service standards set out in midwifery service standards. Thus, the quality of ANC services has a significant role in preventing maternal and child deaths (Adam, et al., 2015).

According to Nwaeze, et al (2013) in his research Perception and Satisfaction with Quality of Antenatal Care Services Among Pregnant Women at The University College Hospital, Ibadan Nigeria, the quality of ANC services is seen as a factor influencing effectiveness, adherence and continuity of care. Pregnant women's satisfaction is related to the quality of ANC services provided. Satisfied patients will come back for examinations and invite other people to take part in the examinations at the same place.

Patient satisfaction is a level of patient feelings that arises as a result of the performance of the health services they receive after the patient compares them with what they expect (Pohan, 2013). In the future, promotion, and ensuring the growth and development of services, thus patient satisfaction is one of the goals of improving the quality of health services (Priyoto, 2014).

From the preliminary survey in January 2020 which was conducted at the Kutacane Health Center in Southeast Aceh District, 8 pregnant women were found, of whom 5 expressed dissatisfaction with the ante-natal care service. Based on the description of the background, the researcher is interested in taking the title Level of Satisfaction of Pregnant Women with Ante Natal Care Services at the Kutacane Health Center, Southeast Aceh Regency.

2. Method

This type of research is observational with a cross sectional approach where data collection for all variables is carried out at the same time. The independent variables of antenatal care services consist of reliability, responsiveness, assurance, empathy, tangibles, while the dependent variable is the satisfaction of pregnant women with Ante Natal Care services. The population is the total number consisting of objects or subjects who have certain characteristics and qualities determined by the researcher to study and then draw conclusions (Notoatmodjo, 2015). The population of this study were pregnant women who came to the Health Center in Kuta Cane City, Southeast Aceh Regency from January 1 to March 31 2020, totaling 34 people. The sampling technique in this study took the entire population, namely pregnant women who came to the Kutacane Health Center totaling 34 people, where all members of the population were sampled. Another term is total sampling where all members of the population are sampled (Sugiyono, 2014).

3. Result and Discussions

3.1 Characteristics of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh District 2020.

Univariate analysis in this study provides an overview of the characteristics of pregnant women who come to the Health Center in Kuta Cane City, Southeast Aceh Regency, totaling 34 respondents including age, education, occupation, parity who perform ANC. An overview of these characteristics can be seen in Table 1 below.

Table 1.
Characteristics of Pregnant Women who come to the Kuta Cane City Health Center, Southeast Aceh District in 2020

| No | Karakteristik | N | % |
|----|------------------|----|------|
| 1 | Age | | |
| | <20 years | 3 | 8,8 |
| | 20-35 years | 27 | 79,4 |
| | >35 years | 4 | 11,8 |
| 2 | Education | | |
| | SD | 2 | 5,9 |
| | SLTP | 11 | 32,4 |
| | SLTA/SMK | 17 | 50,0 |
| | Diploma/Sarjana | 4 | 11,8 |

| | | | |
|---|-----------------------|----|------|
| 3 | Works | | |
| | Not working | 11 | 32,4 |
| | Entrepreneur / Trader | 15 | 44,1 |
| | Private Officer | 6 | 16,6 |
| | Civil servant | 2 | 5,9 |
| 4 | Paritas | | |
| | 1st child | 9 | 26,5 |
| | 2nd child | 14 | 41,2 |
| | 3rd child | 9 | 26,5 |
| | ≥ 4th child | 2 | 5,9 |

This study found that the highest age of pregnant women was 30-35 years, 27 respondents (79.4%), high school education 17 respondents (50%), employment as an entrepreneur 15 respondents (44.1%), Parity 2 as many as 14 respondents (41.2%).

3.2 Quality of Ante Natal Care Services

Distribution of ante-natal care services for pregnant women at the Kuta Cane City Health Center, Southeast Aceh Regency in 2020 in table 4.2 below.

Table 2.
Ante Natal Care Services for Pregnant Women who come to the Kuta Cane City Health Center, Southeast Aceh District in 2020

| No | Ante Natal Care Service | N | % |
|----|-------------------------|----|------|
| 1 | Not good | 4 | 11,8 |
| 2 | Good | 30 | 88,2 |

Based on Table 2, it can be seen that 30 respondents (88.2%) had more good antenatal care services than 4 respondents (11.8%) who were not good.

3.3 Satisfaction of Pregnant Women with Ante Natal Care

Distribution of Satisfaction of Pregnant Women with Ante Natal Care at the Community Health Center in Kuta Cane City, Southeast Aceh Regency in 2020 in table 3 below.

Table 3
Satisfaction of Pregnant Women with Ante Natal Care at the Health Center in Kuta Cane City, Southeast Aceh Regency in 2020

| No | Kepuasan Layanan Ante Natal Care | N | % |
|----|----------------------------------|----|------|
| 1 | Not Satisfied | 4 | 11,8 |
| 2 | Satisfied | 30 | 88,2 |

Based on Table 4.2, it can be seen that 30 respondents (88.2%) were more satisfied with the antenatal care service than 4 respondents (11.8%) who were dissatisfied.

3.4 Relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh District in 2020

The relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh Regency in 2020 can be seen in table 4.

Table 4.
Relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh District in 2020

| Quality ANC Service | Not Satisfied | | Satisfied | | Amount | | Signifikan |
|---------------------|---------------|-----|-----------|-----|--------|-----|------------|
| | n | % | n | % | N | % | |
| Not good | 4 | 100 | 0 | 0 | 4 | 100 | $p=0,000$ |
| Good | 0 | 0 | 30 | 100 | 30 | 100 | |

From the table above it can be seen that 30 respondents (100%) of pregnant women who expressed satisfaction with good ante natal care services are higher than pregnant women who did

not express satisfaction with poor ante natal care services as many as 0 respondents (%). There is a relationship between ante natal care services and pregnant mothers' satisfaction with a value of $p=0,000$.

3.5 Discussion

a. Characteristics of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh District in 2020.

Based on the results of the research on the Relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh Regency in 2020, the age of the respondents was 20-35 years, namely 27 respondents (79.4%), this research is in line with the results of Nugraini's research (2019) Respondents are 20-35 years old because this age is a very good age for a mother to get pregnant.

Based on the results of the study, it was found that 17 respondents (50%) had high school education. Research conducted by Nugraini (2019) also found the same thing, namely high school education. The higher the level of education, the easier it is for a person to accept new things and adapt easily, and the easier it is to receive information so that the more knowledge one has in each service provided, conversely, if one's knowledge is low, it is possible to experience ignorance of the actions given. (Notoadmodjo, 2015)

Based on the results of the study, it was found that 15 respondents (44.1%) had jobs as entrepreneurs/traders. This is not in accordance with research conducted by Nugraini (2019) who obtained the most jobs as housewives (IRT). A person who works will have a wider knowledge than someone who does not work because by working a person will have a lot of information and experience. According to Arikunto (2013), which states that a person's job suitability will lead to satisfaction and curiosity.

Based on the results of the study, the largest parity was the second child with 14 respondents (41.2%). This is in accordance with research conducted by Hamidayah. A, Hidayati. N. (2018). Many things affect parity including knowledge, cultural background, economic conditions, employment, education. (Hegar 2018).

b. Relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh District in 2020

Based on the results of the research, it was found that 30 respondents (100%) of pregnant women who expressed satisfaction with good ante natal care services were higher than pregnant women who did not express satisfaction with poor ante natal care services as many as 0 respondents (%). There is a relationship between antenatal care services and the satisfaction of pregnant women with a value of $p=0,000$, this research is in line with Hamidiyah research A, Hidayati N (2018) reliability is closely related to the ability of the puskesmas to provide prompt, timely and accurate services as promised without making mistakes. Reliability in this study is demonstrated by the presence of officers starting from registration to the end of service at each post, service procedures are not complicated. Responsiveness is the response or readiness of officers to help patients quickly and responsively. Responsiveness in this study includes the speed with which pregnant women get services at each post, from registration to polyclinics. The response of midwives/health workers in responding to complaints of pregnant women with speed and accuracy in providing information.

In the ante-natal care service, assurance is the ability of health workers to make pregnant women believe they will carry out health checks at the Kuta Cane City Health Center, Southeast Aceh District. Assurance in this study consisted of midwives' abilities and skills in providing services to pregnant women, there was no appeasement between patients, examinations were carried out safely and politely (empathy).

Tangible values at the Community Health Center in Kuta Cane City, Southeast Aceh Regency provide patient satisfaction. This is done so that pregnant women who carry out antenatal care feel safe and confident in the availability of the equipment available. Overall, the results of the research on service quality are related to patient satisfaction where if pregnant women feel satisfied they will make a repeat visit.

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4 Conclusion

After conducting research with the title The Relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Community Health Center in Kuta Cane City, Southeast Aceh Regency in 2020, it was concluded that there is a relationship between Ante Natal Care Services and Satisfaction of Pregnant Women at the Kuta Cane City Health Center, Southeast Aceh Regency in 2020 with a value of $p = 0.000$.

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