

ABSTRAK

Hikma

Hubungan Mutu Pelayanan Persalinan Normal oleh Bidan Desa dengan Kepuasan Ibu Bersalin di Kabupaten Luwu Sulawesi Selatan Tahun 2013

xv + 88 halaman + 20 tabel + 5 gambar + 9 lampiran

Pada tahun 2009 – 2011 cakupan persalinan oleh tenaga kesehatan di Kabupaten Luwu berkisar 76% - 77%, sedangkan target nasional 90%. Hal ini dapat diakibatkan karena kepuasan ibu terhadap mutu pelayanan persalinan oleh bidan masih rendah. Penelitian ini bertujuan untuk mengetahui hubungan mutu pelayanan persalinan normal oleh bidan desa dengan kepuasan ibu bersalin di Kabupaten Luwu Sulawesi Selatan.

Jenis penelitian adalah kuantitatif, desain *observasional analitik* dengan pendekatan *cross sectional*. Subyek adalah 70 orang bidan desa dan 70 ibu bersalin di Kabupaten Luwu dipilih secara *consecutive*. Pengambilan data dilakukan secara angket dengan kuesioner terstruktur. Analisis data dilakukan secara bivariat dengan Chi-Square dan korelasi Pearson.

Hasil penelitian menunjukkan rerata umur bidan $29 \pm 4,4$ tahun. Rerata masa kerjanya $6,5 \pm 4,07$ tahun. Pendidikan bidan sebagian besar (92,9%) D3 Kebidanan. Rerata umur ibu $27 \pm 4,3$ tahun. 84,3% tidak bekerja, 57,1% berpendidikan menengah keatas. 77,1% bidan memberikan pelayanan persalinan yang bermutu. Tidak ada hubungan antara umur ($p = 0,147$), masa kerja ($p=0,214$), pendidikan ($p = 0,343$) bidan dengan mutu pelayanan persalinan. Tidak ada hubungan antara umur ($p = 0,622$), pekerjaan ($p=0,072$) pasien dengan kepuasan terhadap pelayanan persalinan oleh bidan desa. Ada hubungan antara pendidikan ibu bersalin dengan kepuasan terhadap pelayanan persalinan oleh bidan desa ($p = 0,005$). Pasien yang merasa puas sebanyak 60,0%. Ada hubungan antara mutu pelayanan persalinan oleh bidan desa dengan kepuasan ibu bersalin ($r = 0,164, p=0,043$).

Disimpulkan bahwa mutu pelayanan persalinan bidan berhubungan positif dengan kepuasan ibu bersalin. Pendidikan ibu bersalin berhubungan negatif dengan kepuasan terhadap mutu pelayanan bidan desa.

Kata kunci : Mutu Pelayanan, Kepuasan, Persalinan Normal, Umur, Masa Kerja, Pendidikan, Pekerjaan.

Kepustakaan : 51 (1988-2011)

ABSTRACT**Hikma****Correlation between Service Quality of Normal Delivery by Village Midwives and the Satisfaction in Luwu District South Sulawesi, 2013**
xv + 88 pages + 20 tables + 5 figures + 9 enclosures

In 2009-2011, coverage of delivery by health workers in Luwu district was about 76-77%, and the national target was 90%. This could be caused by post-delivery maternal who were not satisfy towards delivery service quality by midwives. Objective of this study was to identify association between normal delivery service quality by village midwives and post-delivery maternal satisfactory in Luwu district, South Sulawesi.

This was a quantitative study using observational-analytical design with cross sectional approach. Study subjects were 70 village midwives and 70 post-delivery maternal in Luwu district that were selected consecutively. Data were collected using structured questionnaire. Chi-square and Pearson correlation were applied in the bivariate data analysis.

Results of the study showed that midwives average age was 29 ± 4.4 years, and average work period was 6.5 ± 4.07 years. The majority of midwives level of education was D3 in midwifery (92.9%). Maternal average age was 27 ± 4.3 years. Majority of mothers were unemployed (84.3%) and in the intermediate school or higher level of education (57.1%). The majority of midwives provided good quality of delivery service. No significant associations were found between quality of delivery service and age ($p= 0.147$), work period ($p= 0.214$), education ($p= 0.343$). No significant associations were found between satisfaction towards village midwives delivery service and age ($p= 0.622$), occupation ($p= 0.072$) of patients. Significant association was found between maternal education and satisfaction towards village midwives delivery service ($p= 0.005$). Sixty percent of patients were satisfied. Significant association between village midwives delivery service quality and maternal satisfaction ($r= 0.164$, $p= 0.043$) was found.

In conclusion, quality of midwives delivery service had positive association with maternal satisfaction. Maternal level of education had negative association with satisfaction towards village midwives service quality.

Key words : service quality, satisfaction, normal delivery, age, work period,
education, occupation

Bibliography : 51 (1988-2011)