

## **ABSTRAK**

**Ida Baroroh**

**Analisis Mutu Pelayanan Konseling Kontrasepsi IUD oleh Bidan di Puskesmas Kota Pekalongan**

**xv + 142 halaman + 6 tabel + 4 gambar + 12 lampiran**

Penggunaan kontrasepsi memberikan kontribusi terhadap penurunan AKI, AKB dan pencapaian peserta KB baru yang menjadi sasaran program KB. Alat kontrasepsi yang memiliki efektivitas tinggi dalam mencegah kehamilan adalah kontrasepsi yang bersifat jangka panjang yaitu MKJP diantaranya yaitu Intra Uterine Device (IUD). Permasalahan yang berkaitan dengan rendahnya kepesertaan IUD diantaranya adalah bidan kurang optimal memberikan pelayanan konseling baik pra maupun pasca pemasangan. Tujuan penelitian yaitu melakukan analisis mutu pelayanan konseling kontrasepsi IUD oleh bidan di Puskesmas Kota Pekalongan.

Metode penelitian ini adalah kualitatif. Populasi bidan yang memberikan pelayanan konseling kontrasepsi IUD di Kota Pekalongan, Informan utama 4 bidan dari 2 puskesmas terpilih dengan kriteria puskesmas cakupan IUD tertinggi dan terendah di Kota Pekalongan. Informan triangulasi yaitu bidan faskesmas (2), kepala puskesmas (2), PLKB (2) dan Akseptor IUD (4). Pengumpulan data melalui wawancara mendalam serta analisis dengan *content-analysis*.

Hasil penelitian menunjukkan mutu pelayanan konseling kontrasepsi IUD dari aspek *tangible* belum sesuai standar, dari jumlah bidan, fasilitas tempat maupun alat bantu konseling. Dari aspek *Reliability* belum memenuhi standar, bidan memberikan konseling kurang lengkap dan tidak memperhatikan bahasa kedokteran. Aspek *Responsiveness*, bidan belum mempunyai respon yang baik terhadap penanganan mitos-mitos yang berkembang di masyarakat sehingga masih banyak kendala dengan mitos-mitos IUD yang merugikan. Sedangkan dari Aspek *Assurance* belum memenuhi standar, bidan faskesmas belum mengetahui cara pengembangan pengetahuan dan ketrampilan konseling. Aspek *Empathy* bidan dalam memberikan pelayanan konseling sudah cukup baik.

Disarankan untuk melakukan pertemuan dengan tokoh agama dan masyarakat sebagai wujud sosialisasi promosi IUD, ada standar regulasi pada anggota IBI agar patuh melaksanakan standar kompetensi sehingga perilaku bidan dalam melaksanakan tugas dan fungsinya sesuai dengan standar. Dan melengkapi fasilitas serta alat bantu konseling sesuai dengan standar yang berlaku.

Kata kunci : Pelayanan Konseling Kontrasepsi IUD, Bidan.

Kepustakaan : 37 (1990 – 2010)

## **ABSTRACT**

**Ida Baroroh**

**Quality Analysis of IUD Contraception Counseling Services by Midwives at Health Centers in Pekalongan City**

**xv + 142 pages + 6 tables + 4 figures + 12 enclosures**

The use of contraception provides contribution for reducing Maternal Mortality Rate and Infant Mortality Rate, and recruiting new acceptors. One of the long-term contraceptive option as the most effective method is Intra Uterine Device (IUD). One of the factors related to a low number of IUD acceptors is due to midwives who have not provided counselling services optimally before and after installing. The research aimed to analyze quality of IUD contraception services counseling provided by midwives at health centers in Pekalongan City.

This was qualitative research. Population was midwives who provided IUD contraception counseling services in Pekalongan City. Four midwives as main informants were from 2 selected health centers (highest and lowest IUD coverage in Pekalongan City). Informants for triangulation purpose were midwives at health centers (2 persons), Head of health centers (2 persons), Family Planning Field Workers (2 persons), and IUD acceptors (4 persons). Data collection used a method of indepth interview and data analysis used a method of content analysis.

The results of this research showed that quality of the counseling conducted by midwives viewed from aspect of Tangible was below standard in terms of the number of midwives, facilities and counseling tools. In addition, aspect of Reliability also was not up to standard in terms of the uncompleted counseling materials and not using medical terms. Similarly, aspect of Responsiveness, they have not well responded to myths of adverse effects of using IUD. Likewise, aspect of Assurance was also below standard. They did not know the methods to improve knowledge and counseling skills. On the other hand, in terms of the aspect of Emphaty, they had well provided counseling services.

As a suggestion, midwives needs to do meeting with a religion leader and a key person to promote IUD. Additionally, they need to obey the standard of competency published by Indonesian Midwives Association. They also need to complete facilities and counselling tools.

**Key Words** : IUD Contraception Counseling Services, Midwife

**Bibliography** : 37 (1990-2010)