

## **ABSTRAK**

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**Faktor-faktor yang Berhubungan dengan Minat Kunjungan Ulang Pelayanan Antenatal di Poliklinik Kebidanan RS Islam Sunan Kudus**

**iii + 61 halaman + 14 tabel + 2 gambar + 5 lampiran**

Rumah Sakit Islam Sunan Kudus terus mengalami penurunan jumlah kunjungan pasien. Selama beberapa tahun terakhir kunjungan pasien di poliklinik kebidanan tidak pernah mencapai target. Penelitian ini bertujuan untuk menganalisis hubungan persepsi pasien terhadap dokter, biaya pelayanan, dan akses tempat pelayanan antenatal di Poliklinik Kebidanan dengan minat kunjungan ulang pasien pelayanan antenatal.

Jenis penelitian observasional analitik dengan desain *crosssectional*. Sebanyak 50 pasien pelayanan antenatal dipilih secara *consecutive sampling*. Pengumpulan data dilakukan dengan wawancara menggunakan kuisioner terstruktur. Variabel terikat adalah minat kunjungan ulang sedangkan variabel bebas adalah persepsi pasien terhadap dokter, biaya, dan akses tempat pelayanan antenatal. Analisis data bivariat dilakukan dengan uji *chi square*.

Hasil penelitian menunjukkan sebagian besar responden berusia 20-29 th (50%), usia kehamilan trimester 3 (50%), berpendidikan tinggi (36%), dan bekerja (72%). Persepsi pasien terhadap dokter hampir seluruhnya dalam kategori baik (94%), persepsi terhadap biaya kategori tidak terjangkau (56%), persepsi terhadap akses tempat pelayanan sebagian besar kategori mudah (86%). Sebagian besar responden (54%) tidak berminat melakukan kunjungan ulang ke poliklinik kebidanan. Hasil uji *chi square* menunjukkan bahwa persepsi pasien terhadap biaya berhubungan dengan minat kunjungan ulang. ( $p=0,0001$ ). Persepsi pasien terhadap dokter dan akses tempat pelayanan tidak berhubungan dengan minat kunjungan ulang pasien pelayanan antenatal ( $p=0,054$  dan  $0,32$ ).

Disarankan bagi d RSI Sunan Kudus untuk menyesuaikan biaya pemeriksaan dengan kemampuan pasien. Selain itu letak poliklinik kebidanan dipindahkan ke tempat yang lebih strategis.

Kata kunci : Persepsi, pelayanan antenatal, Minat Kunjungan Ulang

## ABSTRACT

**Angeline Dewi Suhendro**

**Factors Related to an Interest in Revisit at Antenatal Services at Polyclinic of Midwifery at the Islamic Hospital of Sunan Kudus**

**iii + 61 pages + 14 tables + 2 figures + 5 enclosures**

Number of patients at the Islamic Hospital of Sunan Kudus decreased gradually. In addition, number of patients at polyclinic of midwifery had not reached a target over the past several years. This research aimed to analyze the relationship among patients' perceptions of a doctor, cost of services, and access to antenatal services at Polyclinic of Midwifery and an interest in revisit of antenatal services.

This was observational-analytic research with cross-sectional approach. Fifty patients at the antenatal services were selected using a technique of consecutive sampling. Data were collected using a structured questionnaire. Dependent variable was an interest in revisit whereas independent variables were patients' perceptions of a doctor, cost of services, and access to antenatal services. Therefore, data were analyzed using chi-square test.

The results of this research showed that mostly respondents were 20-29 years old (50%), had gestational age on the 3<sup>rd</sup> trimester (50%), had high education (36%), and worked (72%). In addition, they also had good perceptions of a doctor (94%), bad perceptions of cost (56%), and good perceptions of access to antenatal services (86%). Most of them also were not interested in revisit at the polyclinic (54%). Based on chi square test, variable of patients' perceptions of cost had significant relationship with an interest in revisit at antenatal services ( $p=0.0001$ ). On the other hand, two other independent variables, patients' perceptions of a doctor and patients' perceptions of access of services were not significant with  $p=0.054$  and  $p=0.032$  respectively.

As a suggestion, the Islamic Hospital of Sunan Kudus management needs to adjust examination fees in accordance with patients' ability. In addition, the location of the polyclinic needs to be moved to a more strategic place.

**Key Words:** Perception, Antenatal Services, an Interest in Revisit