**Universitas Diponegoro**

**Fakultas Kesehatan Masyarakat**

**Program Studi Magister Ilmu Kesehatan Masyarakat**

**Konsentrasi Administrasi Rumah Sakit**

**2016**

**ABSTRAK**

**Hema Dewi Anggraheny**

**Analisis Pelayanan Persalinan terhadap Kepuasan Pasien di Unit Maternitas Rumah Sakit Roemani Muhammadiyah Semarang**

**xvi + 149 halaman + 21 tabel + 5 gambar + 3 lampiran**

 Wanita hamil memiliki harapan besar terhadap karakteristik dan sikap penyedia layanan persalinan agar mendapatkan kepuasan pada proses persalinannya. Penelitian ini bertujuan untuk menganalisis hubungan antara persepsi pasien mengenai pelayanan persalinan terhadap kepuasan persalinan di Unit maternitas Rumah Sakit Roemani Muhammadiyah Semarang.

 Penelitian di rumah sakit dengan desain *cross sectional*dengan wawancara terhadap pasien yang dilaksanakan dari bulan Juli sampai Agustus 2016. Jumlah sampel pada penelitian ini sebanyak 79 responden yang memenuhi kriteria inklusi dan eksklusi. Pelayanan dan kepuasan persalinan diukur menggunakan kuesioner yang diambil dari konsep tim *the transforming maternity care* dan jurnal kepuasan persalinan yang sebelumnya telah dilakukan uji validitas dan reliabilitas. Uji statistik menggunakan regresi linear sederhana dan berganda untuk menjelaskan pengaruh dari masing-masing variabel bebas terhadap variabel terikat.

 Mayoritas responden (94,9%) berusia 21-40 tahun, 67,1%berpendidikan perguruan tinggi, 40,5% sebagai ibu rumah tangga, 62% pasien multigravida dan 57% pasien melahirkan dengan teknik persalinan operasi *sectio cesarea*. Hasil regresi bivariat menyebutkan bahwa terdapat hubungan yang signifikan (p=0,0001) antara dukungan fisik dan emosional, hubungan interpersonal dan profesionalitas, *patient decision choice*, pengelolaan nyeri, serta pengelolaan laktasi terhadap kepuasan persalinan. Hasil regresi multivariat menilai bahwa hubungan interpersonal dan profesionalitas (p=0,0001), *patient decision choice*(p=0,001), dan pengelolaan laktasi (p=0,021) mempunyai pengaruh yang signifikan terhadap kepuasan persalinan.

 Pelayanan persalinan yang memprediksi paling kuat terhadap kepuasan adalah hubungan interpersonal dan profesionalitas. Harapan pasien dari aspek hubungan interpersonal dan profesionalitas adalah kecepatan waktu tunggu pelayanan awal pasien ≤ 15 menit.

Kata kunci : Pelayanan Persalinan, Kepuasan Persalinan, Kepuasan Pasien

Kepustakaan : 49 (1998-2016)

**Diponegoro University**

**Faculty of Public Health**

**Master’s Study Program in Public Health**

**Majoring in Hospital Administration**

**2016**

**ABSTRACT**

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**Analysis of Childbirth Service towards Patients’ Satisfaction at Maternity Unit of Roemani Muhammadiyah Hospital in Semarang**

**xvi + 149 pages + 21 tables + 5 figures + 3 appendices**

Pregnant women has high expectation towards characteristics and attitude of childbirth service providers in order to obtain satisfaction in their childbirth processes. The aim of this study was to analyse the relationship between patients’ perceptions of childbirth service and childbirth satisfaction at a maternity unit of Roemani Muhammadiyah Hospital in Semarang.

This was a cross-sectional study by conducting interview to patients during the period of July-August 2016. Number of samples were 79 respondents met inclusion and exclusion criteria. Service and satisfaction of childbirth were measured by a questionnaire adopted from the transforming maternity care and a journal of childbirth satisfaction that previously had been tested for validity and reliability. Simple and Multivariate Linear Regression tests were performed to explain the influence of each independent variable towards a dependent variable.

A majority of the respondents (94.9%) aged 21-40 years old, graduated from a university (67.1%), worked as a housewife (40.5%), were categorised as multigravida patients (62%) and was delivered using a technique of *sectio caesarea* (57%). The results of simple linear regression showed that variables of physical and emotional supports, interpersonal relationship and profesionality, patient decision choice, pain management, and lactation management individually significantly related to childbirth satisfaction (p=0.0001). In contrast, the results of multivariate linear regression demonstrated that variables of interpersonal relationship and profesionality (p=0.0001), patient decision choice (p=0.001), and lactation management (p=0.021) significantly influenced the childbirth satisfaction.

Interpersonal relationship and profesionality was a strongest predictor for childbirth satisfaction. Patients’ expectation viewed from the aspect of interpersonal relationship and profesionality was a waiting time for obtaining early treatment of a patient less than or equal to 15 minutes.

Keywords : Childbirth Service, Childbirth Satisfaction, Patients’ Satisfaction

Bibliography: 49 (1998-2016)