

**THE LEVEL OF SATISFACTION OF ANTENATAL CARE (ANC)
PATIENTS WITH THE QUALITY OF HEALTH SERVICES
AT THE KUTA BARO HEALTH CENTER
DISTRICT ACEH BESAR**

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ABSTRACT

Patient satisfaction is one of the main indicators of the standard of a health facility as a result of health services. The satisfaction of patients can be achieved by developing a service system that is responsive to patient complaints, which in turn will minimize costs and time and maximize the impact of services on patients. It is of great importance to consider patient satisfaction in the context of health services, as this can provide insight into the quality of the service provided. Consequently, the objective of this study was to ascertain the level of satisfaction of patients receiving antenatal care (ANC) at the Kuta Baro Health Center in Aceh Aceh Regency the year is 2024. This study employs an analytic approach with a cross-sectional research design. The population under investigation consisted of all pregnant women who visited the Kuta Baro Health Center between September and October 2024. A total sampling technique was utilized, and a chi-square statistical test was conducted to analyze the data. Univariate and bivariate data analysis techniques were employed to examine the findings. The findings of the study, as reported by respondents who had sought examination at the health center, indicated a lack of satisfaction with the quality of services provided by health workers. This study demonstrates a correlation between the level of satisfaction of antenatal care (ANC) patients with the quality of health services at the Kuta Baro Health Center in Aceh Besar Regency in 2024, with a P-value of 0.003,

which is less than 0.05. It is recommended that pregnant women adhere to the recommended schedule for antenatal care (ANC) examinations. It is hoped that the findings of this study will enhance the knowledge of pregnant women regarding the quality of services provided by health workers, particularly in relation to.

Keywords: Antenatal Care (ANC), Patient Satisfaction, Quality of Health Services

INTRODUCTION

The Indonesian nation is currently confronted with a significant challenge in the form of health issues affecting mothers and children. These issues are exemplified by a high Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR), among other indicators. Maternal mortality is a reflection of the state's capacity to provide comprehensive health services to the community. Maternal and child health problems continue to occupy a significant position in this context, as they pertain to the quality of human resources at the earliest stages of life, namely pregnancy, childbirth, and child growth and development (Hermanto, 2014).

As reported by the World Health Organization (WHO) in 2018, the majority of maternal deaths are attributed to complications that arise during and after pregnancy. The majority of maternal deaths, approximately 75% of the total, are attributed to complications related to bleeding, infection, high blood pressure during pregnancy, labor complications, and unsafe abortions (Rahadian, 2019).

Such complications can be averted through the implementation of health checks during the prenatal period, a practice commonly referred to as antenatal care (ANC). It is recommended that pregnant women contact a midwife or doctor as soon as possible to initiate antenatal care. Antenatal care is a health service provided by professionals to pregnant women during pregnancy. It is guided by existing antenatal care guidelines, with an emphasis on the promotive and preventive aspects. Antenatal care is a detection method that involves routine checks from the early stages of pregnancy. This allows health workers to identify potential fetal abnormalities and take immediate action if necessary (Helvian, 2016).

One of the most significant challenges currently facing the delivery of health services is the need to meet public expectations regarding the quality and capacity of these services. In general, public health services constitute a subsystem of health services whose principal objective is the delivery of preventive (prevention) and promotive (health improvement) services at the community level. However, this does not imply that public health services are

of inferior quality. Indeed, factors that enhance patient satisfaction can be identified (Irwan, 2016).

As indicated in the Aceh Darussalam Province Profile, the rates of maternal mortality (MMR) and infant mortality (IMR) remain relatively elevated. As indicated in the Aceh Health Profile for 2018, the maternal mortality rate (MMR) was 139 per 100,000 live births, while the infant mortality rate (IMR) was 9 per 1000 live births. In 2018, the maternal mortality rate (MMR) in Aceh Besar District was 10 per 100,000 live births, while the infant mortality rate (IMR) was 39 per 1000 live births (Aceh Provincial Health Office, 2018).

The quality of health services is contingent upon several factors, including the responsiveness of officers in addressing patient needs, the efficacy of communication between officers and patients, the attentiveness and hospitality of officers in serving patients, and the efficacy of treatments for patients' ailments. The quality of health services is contingent upon the manner in which the service is implemented, the resources that are provided in conjunction with the service, and the environmental factors that exert influence over the service management process (Irwan, 2016).

As Winarni (2014) asserts, measuring satisfaction is an indispensable aspect of evaluating the quality of healthcare services. This assessment enables the identification of the extent to which the provided services align with patient expectations. The improvement of the quality of health services is contingent upon the achievement of patient satisfaction. One crucial element of antenatal care is the establishment of a trusting relationship with the mother and her family. A mother who trusts her midwife is more likely to choose that same midwife for her labor and delivery.

Patient satisfaction represents a primary indicator of the quality of health services provided by a given health facility. The development of a service system that is responsive to patient complaints, cost-effective, time-efficient, and impactful for patients is a key strategy for achieving patient satisfaction. It is of great importance to consider patient satisfaction in the context of health services, as it can provide insight into the quality of the service provided. Awareness of patient satisfaction is beneficial for related agencies in the context of evaluating the efficacy of implemented programs, allowing for the identification of areas requiring improvement (Syaifuddin, 2015).

As posited by Lestariani (2016), patient satisfaction with the quality of health services will influence the number of visits. If the patient is not satisfied, for example, if they have to wait a long time, if the service provider is unfriendly, if the skills of the provider are lacking, or if the patient feels dissatisfied, the number of visits will be reduced.

A preliminary survey conducted at the Kuta Baro Health Center revealed that the number of patients receiving antenatal care (ANC) in 2023 was 549 individuals. Of these, 351 were in the first trimester, 136 were in the

second trimester, and 62 were in the third trimester. In 2024, from January to August, the number of ANC patients was 188 individuals, with 108 in the first trimester, in the second trimester, the number of individuals is as many as 65, while in the third trimester, it is as many as 15.

The initial assessment conducted by researchers at the Kuta Baro Health Center revealed that 100% of pregnant women in the KIA room expressed satisfaction with the antenatal care (ANC) services provided by midwives. The women reported that the midwives provided health services in a friendly and patient manner and were satisfied with the drugs given by midwives if they experienced pain. Furthermore, 60% of respondents indicated less satisfaction with midwifery services due to prolonged waiting times and the distance to the health center being a significant barrier, particularly for those living farther away. Additionally, midwifery students were occasionally utilized as providers at the health center, which may have contributed to a perception of lower quality care.

METHODS

This type of research is analytic and employs a cross-sectional research design. The population under investigation consisted of all pregnant women who presented at the Kuta Baro Health Center between September and October 2024. The sample size was 40 respondents. The technique employed was total sampling with a chi-square statistical test. The data were analyzed using both univariate and bivariate techniques. The objective of this study is to ascertain the level of satisfaction among patients receiving antenatal care (ANC) at the Kuta Baro Health Center in Great Aceh Regency with the quality of health services provided in 2024.

RESULTS AND DISCUSSION

3.1 Univariate Analysis

Table 3.1
Frequency Distribution of Antenatal Care Patient Satisfaction at
Kuta Baro Health Center, Great Aceh Regency in
2024

No.	Patient's Satisfaction <i>Antenatal Care (ANC)</i>	Frecuensi	%
1.	Satisfied	15	37,5
2.	Not Satisfied	25	62,5
Total		40	100

(Source: Primary Data Processing, 2024)

The data processing results presented in the preceding table indicate that 25 respondents (representing 62.5% of respondents) expressed dissatisfaction with the quality of health services, while 15 respondents (37.5% of respondents) expressed satisfaction.

Table 3.2
Frequency Distribution of Quality of Health Services at
Kuta Baro Health Center, Aceh Regency in
2024

No.	Quality of Health Care	Frecuency	%
1.	Quality	16	40
2.	Not quality	24	60
Total		40	100

(Source: Primary Data Processing, 2024)

The data processing results presented in the preceding table, 24 respondents (representing 60% of respondents) indicated that they did not have access to quality health services. In contrast, 16 respondents (comprising 40% of respondents) reported that they did have such access.

3.2 Bivariate Analysis

Table 3.3
Frequency Distribution of Antenatal Care (ANC) Patient Satisfaction Levels
on the Quality of Health Services at the Kuta Baro Health Center
2024

No. Patient's Satisfaction Antenatal Care (ANC)	Quality of Health Care				Amount of Significance			
	Quality		Not Quality		f	%	α	p-value
	f	%	f	%				
1. Satisfied	11	0	4	36	15	100	0.05	0.003
2. Not Satisfied	5	20	20	80	25	100		
Total	16	40	24	60	40	100		

(Source: Primary Data Processing, 2024)

The data presented in the table above, it can be ascertained that the majority of respondents who expressed dissatisfaction with the quality of health services received were not satisfied with the quality of those services. In fact, approximately 20 respondents (80%) indicated that they were not satisfied with the quality of the health services they received. Among the 15 respondents who expressed satisfaction with the quality of health services, the majority of respondents 4 (36%) lacked qualifications in the field of health services.

3.3 Discussion:

The Relationship between Antenatal Care (ANC) Patient Satisfaction Level and the Quality of Health Services at Kuta Baro Health Center, Great Aceh.

The data presented in the table, the majority of respondents who expressed dissatisfaction with the quality of health services were not qualified to provide feedback on the subject matter. In fact, approximately 20 respondents (or 80% of the total number of respondents who expressed dissatisfaction) were not qualified to provide feedback on the quality of health services. Among the 15 respondents who expressed satisfaction with the quality of health services, the majority (40%) were not qualified to provide health services.

The statistical test results indicated that the P-value was 0.003, which is less than 0.05. This suggests that there is a statistically significant relationship between antenatal care (ANC) patient satisfaction and the quality of health services at the Kuta Baro Health Center in Great Aceh Regency in 2024.

In accordance with Syaifuddin's (2015) theory, patient satisfaction in health services is a crucial element to consider, as it can provide insight into the quality of the service provided. Awareness of patient satisfaction is beneficial for relevant agencies in the context of program evaluation, enabling the identification of areas requiring improvement (Syaifuddin, 2015).

These findings align with those of Helvian (2018), who examined the relationship between the level of antenatal care (ANC) patient satisfaction with the quality of health services using a qualitative research approach with a cross-sectional design. The results demonstrated a statistically significant correlation between the level of satisfaction among antenatal care (ANC) patients and the quality of health services, with a p-value of 0.001.

The researcher posits that the majority of antenatal care (ANC) patient satisfaction in the "dissatisfied" category is associated with the quality of health services in the majority of the "not quality" category. This is because, when mothers conduct ANC examinations, there are still services that are not provided. For instance, blood tests are not conducted, iron supplements are not provided, and when mothers wish to check their pregnancy, they have to wait a considerable amount of

time, which results in mothers being less satisfied with the services provided during ANC examinations.

CONCLUSION

The results of the research on the level of satisfaction of patients receiving antenatal care (ANC) at the Kuta Baro Health Center in Great Aceh Regency indicate that:

1. The majority of patients receiving antenatal care (ANC) at the Kuta Baro Health Center in Aceh Besar Regency expressed dissatisfaction with the quality of health services provided, with a total of 25 individuals (62.5%) falling into this category.
2. The majority of respondents rated the quality of health services at the Kuta Baro Health Center in Great Aceh Regency as unsatisfactory, with 24 individuals (60% of the total sample) indicating this assessment.
3. There is a statistically significant relationship between antenatal care (ANC) patient satisfaction and the quality of health services, with a p-value of 0.003, which is less than the alpha level of 0.05..

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