

Satisfaction of Pregnant Women Toward Integrated Antenatal Care Service in Senduro Health Center, Lumajang

Aini Hidayati¹(corresponding author), **Al Munawir**², **Ancah Caesarina Novi Marchianti**³

¹Postgraduate Program of Public Health Science, Universitas Jember, Indonesia; aini.hidayati94@gmail.com

²Faculty of Medicine, Universitas Jember, Indonesia; almunawir.fk@unej.ac.id

³Faculty of Medicine, Universitas Jember, Indonesia; ancah@unej.ac.id

Submitted: January 21, 2020 -Revised: February 1, 2020 -Accepted: February 11, 2020 -Published: February 28, 2020

ABSTRACT

Maternal Mortality Rate becomes a global issue because it is an important indicator in determining public health degree, so each country has responsibility to avoid maternal death. An effort in accelerating the decrease of MMR with pregnancy checkup program is well known as Integrated ANC service program. Integrated ANC service is a comprehensive and quality antenatal provided to all pregnant mothers temporally during pregnancy. This research was aimed to analyze the satisfaction level on pregnant mothers on Integration of ANC service decreasing MMR and IMR based on characteristic of pregnant mothers in Senduro Health Center of Lumajang Regency on 2019. Type of this research was descriptive analysis using quantitative approach. Questionnaire about satisfaction level of ANC service in Senduro Health Center of Lumajang Regency on September to October in 2019 was applied. It also took 670 populations of pregnant mothers coming to Senduro Health Center of Lumajang Regency. Samples were taken by using *systematic random sampling*. Samples taken were 109 respondents based on specified criteria. Data collection results were processed by employing Chi Square statistical test with a significant level of 0.05. The result of this research showed that most patients about 58 pregnant mothers (53.2%) were quite satisfied, 45 pregnant mothers or about 41.3% were very satisfied and 6 pregnant mothers or about 5.4% were still unsatisfied on the service provided. It could be concluded that 53.2% patients were quite satisfied to the Integrated ANC service in Senduro Health Center of Lumajang Regency.

Keywords: satisfaction; pregnant mother; ANC service

INTRODUCTION

Background

Maternal Mortality Rate in Indonesia is still reaching 305 per 100.000 live births. That rate is still higher than target of SDGs of Indonesia in 2030 namely <70/100.000 live births. Meanwhile, the target of SDGs to decrease Neonatal Mortality Rate is 12/1.000 live births, under-five mortality rate (U5MR) is 25/1.000 KH/live births⁽¹⁾.

Trend in Maternal Mortality Rate in Lumajang since 2014 until 2018 was fluctuatingly decreased. Based on (the report of Public Health of Health Department of Lumajang, 2019), MMR in 2015 were 23, 18 in 2016, 10 in 2017 but 16 in 2018. An effort to accelerate the decrease of MMR with pregnancy checkup program is well known as Integrated ANC service program provided to all pregnant mothers temporally during pregnancy. Integrated ANC service is comprehensive and quality antenatal service provided to pregnant mothers⁽²⁾.

Public Health Center is medical facility serving public⁽³⁾. Public Health Center is related to the medical service quality and satisfaction level. It means that if the quality of health service fulfills the patient satisfaction, the suitability level will be in high position and public health center will be needed by public. Nevertheless, suitability level will be in low position if the quality of health service does not fulfill patient satisfaction level and it will drive public to leave public health center. Thus, the quality of health service in public health center is very important to conduct.

Patient satisfaction is an important element in evaluating service quality by quantifying the response of the patient after experiencing the service. Patient satisfaction is the expectation of the patient from health workers as a result of the health service performance in the process of interaction in order to provide service. According to⁽⁴⁾, the minimum service standard for patient satisfaction is above 95%.

Individual characteristics which could affect patient satisfaction are age, occupation, number of children/parity and mothers level education. Several people's characteristics considered becoming major factor or priority determinant of health quality indicator and priority determinant of patient satisfaction level are: age, sex, length of stay, source of funding, diagnosis of disease, occupation, income, education level, ethnic, residence, class treatment, marital status, religion and preference⁽⁵⁾.

Preliminary study with interview to 10 pregnant mothers conducting Integration of ANC explained that 60% were unsatisfied with the service especially related to waiting time when they conduct checkup with general practitioner and dentist because they need long waiting time. The pregnant mothers felt that the service provided was not fast, so they found uncomfortable to stay in public health center. This condition could cause the desire of pregnant mother to conduct next ANC decreased. This issue should be considered by Senduro Health Center of Lumajang Regency in order to make pregnant mothers visit to detect and avoid pregnancy complication in decreasing MMR and IMR⁽⁶⁾.

Objective

This research is aimed to analyze satisfaction level of the pregnant mothers to Integrated ANC service in decreasing MMR and IMR based on the characteristics of pregnant mothers in Senduro Health Center of Lumajang Regency in 2019.

Hypothesis

1. There is a correlation between age of pregnant mothers and satisfaction level to quality of Integrated ANC service in Senduro Health Center of Lumajang Regency in 2019
2. There is a correlation between occupation of pregnant mother and satisfaction level to quality of Integrated ANC service in Senduro Health Center of Lumajang Regency in 2019
3. There is a parity relationship with satisfaction level to quality of Integrated ANC service in Senduro Health Center of Lumajang Regency in 2019
4. There is a correlation between level education of pregnant mothers with satisfaction level to quality of Integrated ANC service in Senduro Health Center of Lumajang Regency in 2019

METHODS

This research was descriptive analysis employing quantitative approach. The design of this research was cross-sectional study. The sample size in this research were 109 pregnant mothers. Samples was taken by used systematic random sampling. Data were collected by questionnaire. For data analysis, the researcher used descriptive analysis using frequency distribution and hypothesis testing using Chi square test.

RESULTS

Table 1. The distribution of respondent characteristics

Characteristics	Frequency	Percentage
Age		
a. At risk	26	23.9
b. No risk	83	76.1
Total	109	100
Education Level		
a. Low	79	72.5
b. Medium	29	26.6
c. High	1	0.9
Total	109	100
Occupation		
a. Working	40	36.7
b. Not Working	69	63.3
Total	109	100
Number of Children		
a. Nullipara	39	35.8
b. Primipara	62	56.9
c. Multipara	8	7.3
Total	109	100

The results of the research showed that most risky pregnant mothers in pregnancy in 2019 were 83 people (76.1%). Most low educated pregnant mothers were 79 people (72.5%). Most unworking pregnant mothers were 69 people (63.3%). Most pregnant mother in primipara categories were 62 people (56.9%).

Table 2. Recapitulation of SERVQUAL counting to service for pregnant mothers in Senduro Health Center, Lumajang Regency

Characteristics	Frequency	Percentage
Very satisfied	45	41.3
Satisfied	58	53.2
Unsatisfied	6	5.5
Total	109	100

Based on table 2, it was found that most pregnant mothers who were satisfied with the service were 58 people (53.2%). Very satisfied pregnant mothers were 45 people or 41.3%. Unsatisfied pregnant mothers were 6 people or 5.4% to health service in Senduro Health Center of Lumajang Regency. Details of satisfaction level based on satisfaction indicator provided as follow:

Table 3. Recapitulation of SERVQUAL counting SERVQUAL for pregnant mothers in Senduro Health Center, Lumajang Regency

Dimension	Scores		SERVQUAL	Satisfaction Level
	Fact	Expectation		
	(Score = Fact / Expectation)			
Tangibles	17.93	22	0.82	Very satisfied
Reliability	18.82	22.6	0.83	Very Satisfied
Responsiveness	16.26	22.5	0.72	Satisfied
Assurance	17.52	22.4	0.78	Satisfied
Empathy	17.60	22.2	0.79	Satisfied

Based on table 2, it could be concluded that overall satisfaction level of pregnant mothers in Senduro Health Center of Lumajang Regency in term of (*Tangible*) and reliability. Furthermore, for responsiveness, assurance and empathy were quite satisfying.

Hypothesis Testing

Table 4. The correlation between tangible and characteristics

Characteristics	p- value	Hypothesis	C	Criteria
Age	0.015	Accepted	0.267	Low
Education level	0.000	Accepted	0.425	Medium
Occupation	0.000	Accepted	0.394	Low
Number of children	0.000	Accepted	0.415	Medium

Based on table 4, the result of Chi Square test that showed that age, education level, occupation and number of children were related to satisfaction level.

Table 5. The correlation between reliability and characteristics

Characteristics	p- value	Hypothesis	C	Criteria
Age	0.020	Accepted	0.259	Low
Education level	0.000	Accepted	0.435	Medium
Occupation	0.010	Accepted	0.278	Low
Number of children	0.001	Accepted	0.390	Low

Based on table 5, the result of Chi Square test showed that age, education level, occupation, and number of children is related to satisfaction level.

Table 6. The correlation between responsiveness and characteristics

Characteristics	p-value	Hypothesis	C	Criteria
Age	0.017	Accepted	0.264	Low
Education level	0.002	Accepted	0.363	Low
Occupation	0.000	Accepted	0.360	Low
Number of children	0.000	Accepted	0.414	Medium

Based on table 6, the result of Chi Square test showed that age, education level, occupation, and number of children is related to satisfaction level.

Table 7. The correlation between assurance with characteristics

Characteristics	p-value	Hypothesis	C	Criteria
Age	0.031	Accepted	0.244	Low
Education level	0.000	Accepted	0.464	Medium
Occupation	0.001	Accepted	0.332	Low
Number of children	0.027	Accepted	0.302	Low

Based on table 7, the result of Chi Square test showed that age, education level, occupation and number of children is related to satisfaction level.

Table 8. The correlation between empathy and characteristic

Characteristics	p-value	Hypothesis	C	Criteria
Age	0.012	Accepted	0.274	Low
Education Level	0.000	Accepted	0.443	Medium
Occupation	0.266	Accepted	0.154	Very Low
Number of Children	0.011	Accepted	0.327	Low

Based on table 8, the result of Chi Square test showed that age, education, occupation, and number of children were related to satisfaction level.

DISCUSSION

Satisfaction level to Integrated ANC service in decreasing MMR and IMR based on the age of pregnant mothers in Senduro Health Center of Lumajang Regency in 2019. Based on the research, it is found that age was related to satisfaction level in aspects of tangibility, reliability, responsiveness, assurance and empathy. Age shows the maturity of mind for person. Age is the length of life period of persons since they were born. By more mature of persons age, mature and strength level will be better in thinking and acting, this is caused from the soul experience had will affect persons act.⁽¹⁾ By more mature of persons' age and strength, they will be more mature in thinking and act. In aspect of public's trust, more mature person will be more trusted than immature person. This becomes the cause of soul experience⁽⁷⁾. Another research showed that individuals characteristic considered becoming major or priority determinant of quality health service indicator and priority determinant of patient satisfaction is age⁽⁶⁾.

Satisfaction level of pregnant mothers to Integrated ANC service in decreasing MMR and IMR based on occupation of pregnant mothers in Senduro Health Center of Lumajang Regency in 2019. Based on the research, it is found that occupation is related to satisfaction level on aspects of tangibility, reliability, responsiveness and assurance. In addition, on empathy aspect, there is no correlation in age. Occupation shows a will of person in earning money. Occupation is activity carried out by person to earn money. Person who is busy with daily activities will have more time to have information because person working in somewhere will have more interaction with other people than unworking person⁽⁸⁾. Occupation is a need should be conducted especially to support the living cost of persons' family. Working for mothers will have influence to family life⁽⁹⁾. The result of this research showed that there was correlation between occupation and satisfaction level⁽¹⁰⁾.

Satisfaction level on pregnant mothers to Integrated ANC service in decreasing MMR and IMR based on number of children in Senduro Health Center of Lumajang Regency in 2019. Based on the research result, it is found that number of children is related to satisfaction level on aspects of tangibility, reliability, responsiveness, assurance and empathy. Number of children showed the experience of person in birthing. Parity is number of births had by a woman⁽¹¹⁾. Individual's characteristics which could affect patient satisfaction are age, occupation, number of children or parity and education level of the mother⁽¹²⁾. The higher one's education, it will open their mind to new things and information⁽¹³⁾. Education level of mother affects how persons act to find cause and solution for their life. Persons with high education usually will be more rationally to act. Thus, persons with higher education will easily rather accept new idea. In addition, mothers with high education will check up their pregnancy regularly to keep their health and their children⁽²⁾.

CONCLUSION

Referring to the research result and discussion about level satisfaction of pregnant mothers based on characteristics, it could be concluded that age is related to satisfaction level on aspects of tangibility, responsiveness, assurance and empathy. Then, occupation is related to satisfaction level on aspects of tangibility, reliability, and responsiveness and assurance. In addition, on empathy aspect, occupation is not correlated. Next, number of children is related to satisfaction level on aspect of tangibility, reliability, responsiveness, assurance and empathy. Lastly, education level is related to satisfaction level on aspects of tangibility, reliability, responsiveness, assurance and empathy.

REFERENCE

1. Ermalena MHS. SDGs Health Indicator. Jakarta; MoH-RI; 2017.
2. Aisyah DR, Rusmarjana A, Mujiati D. Frequency of ANC (Antenatal Care) Visit in Trimester III Pregnant Women. *Jurnal Ilmiah Kesehatan*. 2015;7(2):1-5.
3. Handayani KWO, Hidayah L, Indriyanti RD. Maternal Health Service in Acceleration of Decrease in Maternal Mortality. *Public Health Perspective Journal*. 2016;1(1):35-43.
4. Budijanto et al. Health Profile General Secretary Ministry of Health of Indonesia in 2016. Jakarta: MoH-RI; 2016.
5. Kurniawan A, Intisari DA. The Health Assurance Necessity of Rural Community. *Jurnal Kesehatan Masyarakat Nasional Universitas Jenderal Soedirman*. 2012;7(1):3-7.
6. Health Office of Lumajang Regency. The Report of Public Health of Health Office of Lumajang Regency. Lumajang: Health Office of Lumajang Regency; 2019.
7. Hamsari YP. The Description on Satisfaction Level of Pregnant Mother to Antenatal Care Service in Lepo-Lepo Health Center of Kendari. Kendari: Poltekkes Kemenkes Kendari; 2018.
8. MoH-RI. Minister of Health Regulation Number 97/2014 about Health Service in Pre-pregnancy, during Pregnancy, Post-pregnancy, Childbirth, The Administration of Contraception Services and Sexual Health Services. Jakarta: MoH-RI; 2014.
9. Notoatmodjo S. Health Research Methodology. Jakarta: Rineka Cipta; 2015.
10. Nursalam. The Nursing Documentation and Process, Concept and Practice. Jakarta: Salemba Medika; 2015.
11. Pohan IS. Quality Assurance of Health Service: Basic Understanding and Application. Jakarta: EGC; 2016.
12. Purwanto. An Evaluation of Study. Yogyakarta: Pustaka Pelajar; 2016.
13. MoH-RI. Health Profile of Indonesia in 2013. Jakarta: MoH-RI; 2013.