



The Relationship Between Midwife Communication And The Level Of Satisfaction Of Pregnant Women In Antenatal Care Services At The Puskesmas Padang Ulak Tanding

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Abstract. During pregnancy, regular supervision or examination is required or better known as Antenatal Care (ANC). Antenatal Care is the most important thing of pregnancy, by checking pregnancy regularly, it is hoped that it can detect conditions that contain risks in pregnancy and / or childbirth for both the mother and the fetus. Good communication between midwives and pregnant women greatly affects the satisfaction of pregnant women in receiving services by midwives. So that mutual trust between midwives and patients can be obtained. The purpose of this study was to determine the relationship between midwife communication and the level of satisfaction of pregnant women in Antenatal Care services. The method in this study is descriptive correlative with a cross sectional approach. The sample was 40 people using total sampling technique. Data analysis using chi square test. The results of this study indicate that there is a relationship between midwife communication and the satisfaction of pregnant women in ANC services with a P-value = 0.000. The results of this study are expected to increase self-awareness to pay more attention to the health conditions of the womb by conducting ANC visits according to standards.

Keywords: *Midwife Communication, Pregnant Women Satisfaction, ANC.*

INTRODUCTION

Antenatal Care is an effort to prevent early pregnancy risk factors. Antenatal care is health care by health workers for mothers during their pregnancy, carried out in accordance with the standards of antenatal care set out in the standards of midwifery services. Antenatal services according to the standard include anamnesis, physical examination (general and obstetric), laboratory tests for indications, and basic and specialised interventions according to (MOH RI, 2018).

The MMR in Asean countries already stands at 40-60 per 100,000 live births. Only five countries have a MMR per 100,000 live births, namely Brunei Darussalam (24 per 100,000 live births), the Philippines (99 per 100,000 live births), Malaysia (29 per 100,000 live births), Vietnam (59 per 100,000 live births), and Thailand (48 per 100,000 live births). The MMR in Indonesia in 2019 was 305 cases (Indonesian Ministry of Health, 2019).

This research is in line with Aghata's research (2018), namely there is a relationship between ready and midwife communication with the level of patient satisfaction with ANC services at the Sungai Durian Health Centre, Kubu Raya Regency where the results of the study attitude $p = 0.000$; with $r = 0.875$; while communication $p = 0.000$, and $r = 0.879$.

This research is in line with Aghata's research (2018), namely there is a relationship between ready and midwife communication with the level of patient satisfaction with ANC services at the Sungai Durian Health Centre, Kubu Raya Regency where the results of the research attitude $p = 0.000$; with $r = 0.875$; while communication $p = 0.000$, and $r = 0.879$. According to the results of Maria's previous research (2018), entitled 'Attitude and Midwife Communication Level The result is maternal satisfaction with the implementation of antenatal care ' The results of the study, namely calculating data through the Spearman Rank correlation test, found that communication $p = 0.001$, $r = 0.879$, shows a significant relationship with the satisfaction of pregnant women. Shows the strength of the correlation between the two factors The direction of the correlation is positive and has a very strong correlation strength.

LITERATURE REVIEW

Communication is a process where two or more people, including the communicator as the messenger and the communicant as the recipient of the message, exchange information with each other. And if the information conveyed runs smoothly, then the communication can be said to be effective (Arni, 2016).

Communication broadly has a function as social communication, how a person's social relationship with the environment around him. Communication as an expressive medium, namely to convey our feelings (emotions). These feelings are communicated through nonverbal messages.

Communication as a ritual is a community performing different ceremonies throughout the year called rites of passage (Arni, 2016). Antenatal Care (ANC) is a service provided by nurses to women during pregnancy, for example by monitoring physical, psychological health, including fetal growth and development and preparing for the process of labour and birth so that the mother is ready to face a new role as a parent (Wagiyo & Putrono, 2016).

Pregnancy check-ups are health checks carried out to check the condition of the mother and fetus periodically followed by efforts to correct any deviations found. In essence, pregnancy checks are preventive care and aim to prevent things that are undesirable for the mother and fetus (Purwaningsih & Fatmawati, 2018).

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METHODS

This research is quantitative research. The research design used by researchers in this study is descriptive correlative, namely research that tries to explore how and why health phenomena occur. Then analyse the dynamics of the correlation between phenomena (Notoatmodjo, 2016).

This study uses a Cross Sectional approach, meaning that all variables including the effect will be studied and collected at the same time, namely to determine the relationship between midwife communication and the level of satisfaction of pregnant women in antenatal care services. The sample in this study were pregnant women who conducted examinations at the Sidorejo Health Centre Sampling with the Total sampling method. That is 40 people.

RESULTS

Univariate Analysis

Table 1 Distribution of Midwife Communication in ANC Services in Padang Ulak Tanding

| Criteria | F | % |
|----------|----|------|
| Less | 25 | 62,5 |
| Good | 15 | 37,5 |
| Total | 40 | 100 |

Based on Table 1, most of the respondents stated that midwife communication was lacking, namely (62.5%) and the minority of midwife communication was good, namely (37.5%).

Table 2 Distribution of Pregnant Women's Satisfaction with ANC Services in Padang Ulak Tanding

| Criteria | F | % |
|----------|----|------|
| Less | 24 | 60,0 |
| Good | 16 | 40,0 |
| Total | 40 | 100 |

Based on Table 2, most of the respondents stated that the respondents were not satisfied (60.0%) and the respondents were satisfied, namely 16 people (40.0%).

Bivariate Analysis

Table 3 Relationship between Midwife Communication and the Satisfaction Level of Pregnant

| Maternal satisfaction | | | | | | | |
|-----------------------|---------------|------|-----------|------|-------|------|---------|
| Midwife Communication | Not Satisfied | | Satisfied | | Total | | P Value |
| | F | % | F | % | F | % | |
| Less | 23 | 92,0 | 2 | 8,0 | 25 | 100 | 0,000 |
| Good | 1 | 6,7 | 14 | 93,3 | 15 | 100 | |
| Total | 24 | 60,0 | 16 | 40,0 | 40 | 1000 | |

Women at Antenatal Care Services at Padang Ulak Tanding Health Centre

The results of table 5.4 show that the majority of pregnant women are not satisfied with ANC services, namely (92.0%), and pregnant women are satisfied with ANC services, namely (8.0%). Whereas from several respondents who had good midwife communication, the majority of pregnant women were satisfied with ANC services (93.3%), and the minority of pregnant women were not satisfied with ANC services, namely (6.7%). The test results of the p value = 0.000 ($p < 0.05$), this identifies H_0 is rejected, meaning that there is a relationship between midwife communication and the satisfaction of pregnant women with antenatal care services at the Padang Ulak Tanding Health Centre..

DISCUSSION

1. Characteristics Based on Age of Respondents in Padang Ulak Tanding In terms of age, most of the respondents were 26-35 years old (92.5%), respondents aged 20-25 years were (7.5%). Young age can also be more experienced and satisfied and old age is more likely to utilise higher health services and feel more satisfied because older patients often take advantage of the free time available to ask health workers about their condition so that the need for knowledge and understanding of health can be fulfilled. Meanwhile, productive age (20-35 years) tends to demand more, criticise and expect more from the ability of health services (Supardil, 2017).

2. Overview of Respondent Education at Padang Ulak Tanding Health Centre

In terms of education, most of the respondents had a high school education (17.5%) and respondents had a junior high school education (32.5%), expectations and perceptions of health services that can provide satisfaction are influenced by one of them is the education factor. A person's level of knowledge and education determines his level of health, while the level of education will affect his level of knowledge which can be obtained from studying in formal educational institutions or from information such as electronic and print media. Education can influence a person to respond more rationally to information (Hidayati, 2019).

3. Relationship between Midwife Communication in Antenatal Care Services in Padang Ulak Tanding

The results of Table 2 most of the midwives' communication was lacking (62.5%) and the midwives' communication was good, namely (37.5%). Lack of communication can seriously affect the level of patient satisfaction. Communication by midwives includes: verbal and non-verbal communication, midwives who communicate unfriendly attitudes and poor communication cause patient dissatisfaction (Fadhiyah, 2020). This is because the patient cannot explain the verbal and nonverbal information that has been sent. Lack of communication greatly affects the level of patient satisfaction. Communication by midwives includes verbal and non-verbal communication, midwives who communicate with unfriendly attitudes and poor communication methods cause patient dissatisfaction. This is due to the patient's inability to interpret the verbal and non-verbal messages conveyed (Israini, 2020).

4. Relationship between Communication and Satisfaction of Pregnant Women in Antenatal Care Services in Padang Ulak Tanding

The test results of the p value = 0.000 ($p < 0.05$) identify H_0 is rejected, meaning that there is a relationship between midwife communication and the satisfaction of pregnant women in antenatal care services at the Padang Ulak Tanding Health Centre. Based on the above, it is found that the level of patient satisfaction is the most important part in a midwifery service. Because the level of satisfaction is the result of appreciation and assessment of the services provided. In this case, midwife communication plays an important role because the level of patient satisfaction is influenced by the good and lack of communication of the midwife. As

we know, if the midwife's communication is good, the patient will feel satisfied with the midwifery services provided (Liliwari, 2020).

This is in line with research conducted by Anisa (2020) on 'The relationship between midwife communication and the level of satisfaction of pregnant women in ANC services at Puskesmas Sei Jingah Banjarmasin Utara'. From the results of the study, most of the midwives' communication with pregnant women was very good, totalling 28 people (93.4%), 21 people (70.00%) stated that they were very satisfied and the results of statistical analysis with the Spearman rank test obtained a value of $p = 0.358$ which means that there is no significant relationship between midwife communication and the level of satisfaction of pregnant women.

CONCLUSION

1. Frequency distribution of midwife communication in antenatal care services is less, namely 25 people (62.5%)
2. Frequency distribution The level of satisfaction of pregnant women in antenatal care services expressed dissatisfaction as many as 24 people (60.0%)
3. There is a relationship between midwife communication and the satisfaction of pregnant women in antenatal care services at the Padang Ulak Tanding Health Centre, where the value of $P = 0.000$ $P < 0.05$.

LIMITATION

The results of this study will add references, and prove whether or not there is a relationship between midwife communication and the level of satisfaction of pregnant women in antenatal care services at the Padang Ulak Tanding Health Centre. In addition, the results of this study can increase student knowledge

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