

PREGNANT WOMEN'S SATISFACTION WITH MIDWIVES' PERFORMANCE IN ANC SERVICES AT COMMUNITY HEALTH CENTERS

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ABSTRACT

This study aims to measure the level of satisfaction among pregnant women with antenatal care (ANC) services and to examine the influence of midwives' performance on patient satisfaction at Yosowilangun Community Health Center, Lumajang Regency, where the maternal mortality rate has shown an increase. The method used is a descriptive quantitative approach with a cross-sectional study design. The results of the study show that the satisfaction level across all dimensions was categorized as very satisfied, with the highest score in the assurance dimension (85.09%) and the lowest in responsiveness (78.43%). Statistical analysis revealed a significant and strong relationship between midwives' performance and patient satisfaction ($p = 0.001$; contingency coefficient = 0.551). Conclusion, the better the midwives' performance, the higher the satisfaction level of pregnant women with ANC services. High-quality midwifery care contributes to increased comfort and trust during pregnancy check-ups.

Keywords: Antenatal Care, Health Services, Midwives' Performance, Patient Satisfaction, Pregnant Women

INTRODUCTION

Antenatal Care (ANC) is a crucial public health service designed to ensure a healthy pregnancy, safe delivery, and optimal outcomes for both mother and baby. Through regular check-ups, counseling, and early detection of complications, ANC helps in minimizing the risks of maternal and neonatal morbidity and mortality. ANC services provided by qualified doctors and midwives covering screening, diagnosis, management, and referrals are central to improving maternal health outcomes globally (Rachmawati, 2022; Lattot et al., 2019).

However, in many developing countries including Indonesia, maternal mortality remains a pressing concern. According to the World Health Organization (WHO), 33–50% of maternal deaths are linked to poor quality healthcare services (WHO, 2020). To address this, WHO introduced a new ANC model in 2016, recommending a minimum of eight visits for normal pregnancies. In Indonesia, the Ministry of Health adapts this to six visits, including at least three physician consultations—two in the first trimester and one in the third for risk screening (WHO, 2016). Alarmingly, East Java recorded 1,279 maternal deaths in 2023, with Lumajang Regency contributing 12 cases, including three from Kunir Health Center (Kemenkes RI, 2023; Lumajang Health Profile, 2022; Tiruaynet & Muchie, 2019). These data underline the need for stronger evaluation and improvement of maternal health services in the region.

Patient satisfaction is increasingly recognized as a key performance indicator for health service delivery. According to Shilvira et al., (2022), patient satisfaction is achieved when services meet the needs, desires, and expectations of patients, thus influencing their likelihood to return for future visits. WHO (2020) emphasizes that patient satisfaction is influenced not only by technical competence but also by health workers' communication skills, responsiveness, empathy, facility cleanliness, and comfort. A study by Mutiara et al., (2023) further noted that assessing patient satisfaction is vital for identifying service gaps and guiding institutional improvements.

Several studies have explored midwives' performance and its relationship with ANC service quality. A descriptive study at Dasan Agung Health Center in Mataram found that most midwives provided good ANC services (Wardana & Herawati, 2023). An analytical observational study in South Konawe revealed that the attitude of midwives strongly influenced ANC quality (Kandesta et al., 2023). Similarly, Nissa et al. (2013) highlighted that effective ANC services must be comprehensive, responsive, informative, and empathetic to ensure patient safety and comfort. Additionally, mental health is a growing concern: around 12–13% of pregnant women normally experience anxiety or depression, which increased significantly during the COVID-19 pandemic 37% reported depression, 46.3% moderate anxiety, and 10.3% severe anxiety in a Canadian study.

Based on this background, this study aims to determine the level of satisfaction among pregnant women with antenatal care services and to analyze the influence of midwives' performance at Yosowilangun Community Health Center, Lumajang Regency. The novelty of this study lies in its focus on the rural primary healthcare setting in an area with rising maternal mortality. By exploring the role of midwives in shaping patient satisfaction, the findings are expected to offer practical insights for improving service quality, fostering patient trust, and promoting safer pregnancy outcomes. This research is crucial for informing policies aimed at strengthening maternal healthcare services at the grassroots level.

RESEARCH METHODS

This study employed a quantitative descriptive method using a cross-sectional study design. The study population consisted of all pregnant women who had received antenatal care (ANC) services in the working area of Yosowilangun Community Health Center, Lumajang Regency. The sample was selected using purposive sampling, based on predefined inclusion and exclusion criteria, with a minimum sample size of 50 respondents, determined using the Slovin formula.

The independent variable in this study was the performance of midwives in ANC services, while the dependent variable was the satisfaction level of pregnant patients. Data were collected using a questionnaire that measured five dimensions of midwife performance (tangibles, reliability, responsiveness, assurance, empathy) and patient satisfaction. The questionnaire was tested for validity ($r = 0.444$) and reliability ($\alpha = 0.976$).

Collected data were processed through editing, coding, and data entry using SPSS version 25. Data analysis included univariate analysis to describe the characteristics and satisfaction levels of patients, and bivariate analysis to examine the relationship between midwives' performance and patient satisfaction. The study was conducted at Yosowilangun Community Health Center, Lumajang Regency, East Java, Indonesia.

FINDINGS

Table. 1
Respondents' Characteristics

Characteristic	Frequency (n)	Percentage (%)
Age		
< 20 years	1	2.0
21–30 years	36	70.6
31–40 years	12	23.5
> 40 years	2	3.9
Total	51	100
Education		
Primary–Junior High (SD/MI–SMP/MTs)	16	31.4
Senior High (SMA/MA/SMK)	31	60.8
Higher Education (University)	4	7.8
Total	51	100
Income		
Below Minimum Wage (<UMR)	22	43.1
Equal to Minimum Wage (UMR)	27	52.9
Above Minimum Wage (>UMR)	2	3.9
Total	51	100
Occupation		
Unemployed/Housewife	51	100
Employed	0	0
Total	51	100

The study was conducted at Yosowilangun Community Health Center in Lumajang Regency, which serves 12 villages with a population of approximately 62,587 people. The sample consisted of 51 pregnant women, the majority of whom were aged between 21 and 30 years (70.6%), had completed senior high school education (SMA/MA/SMK) (60.8%), had an income equivalent to the regional minimum wage (52.9%), and all were housewives (Table 1).

This study measured pregnant women's satisfaction with antenatal care (ANC) services based on five service quality dimensions: tangibles, reliability, responsiveness, assurance, and empathy. As shown in Table 2, overall, patients reported being very satisfied with the ANC services provided by healthcare workers at Yosowilangun Health Center, with an average satisfaction score of 81.25%. The highest satisfaction was found in the assurance dimension (85.09%), followed by empathy (81.96%), tangibles (80.78%), reliability (80.00%), and responsiveness (78.43%).

Table 2
Satisfaction with Antenatal Care (ANC) Services

Service Dimension	Fairly Satisfied (n)	Fairly Satisfied (%)	Satisfied (n)	Satisfied (%)	Very Satisfied (n)	Very Satisfied (%)	Average Satisfaction (%)	Classification
Tangibles	6	11.8%	37	72.5%	8	15.7%	80.78%	Very Satisfied
Reliability	12	23.5%	27	52.9%	12	23.5%	80.00%	Very Satisfied
Responsiveness	12	23.5%	31	60.8%	8	15.7%	78.43%	Very Satisfied

Assurance	6	11.8%	26	51.0%	19	37.3%	85.09%	Very Satisfied
Empathy	6	11.8%	34	66.7%	11	21.6%	81.96%	Very Satisfied
Overall Average	–	–	–	–	–	–	81.25%	Very Satisfied

Table. 3
Pregnant Women's Satisfaction with Midwives' Performance in ANC Services

Midwives' Performance	Fairly Satisfied (n)	Satisfied (n)	Very Satisfied (n)	p-value	Contingency Coefficient
Fair Performance	0	2	0	0.001*	0.551
Good Performance	0	20	4		
Excellent Performance	6	7	12		

*Note: p-value < 0.05 indicates a statistically significant relationship.

The analysis results in Table 3 indicate a significant relationship between midwives' performance and pregnant women's satisfaction with ANC services ($p = 0.001$; contingency coefficient = 0.551), reflecting a moderate to strong association. Patients tend to report higher levels of satisfaction when they perceive midwives' performance as good or very good, underscoring the importance of improving the quality of midwifery services to support maternal satisfaction.

DISCUSSION

This section presents three key components, namely the framework of thought, the systematic structure of the writing, and the discussion of research findings, which are reinforced by relevant previous studies.

Measuring the satisfaction level of pregnant women with Antenatal Care (ANC) services is a crucial step in improving the quality of healthcare delivery. Patient satisfaction is not only associated with physical recovery but also reflects the attitudes and competencies of healthcare providers, as well as the availability and comfort of health facilities. However, healthcare services still face challenges, particularly regarding the adequacy of personnel and infrastructure. Therefore, improving service quality especially at the frontline level such as midwifery is essential to meet the increasingly complex needs of the community.

Based on five key service quality dimensions (Tangibles, Reliability, Responsiveness, Assurance, and Empathy), the results indicate that most respondents were very satisfied with the ANC services at the Yosowilangun Community Health Center. The highest satisfaction score was found in the Assurance dimension (85.09%), followed by Empathy (81.96%) and Tangibles (80.78%). This study confirms that the performance of midwives is significantly associated with pregnant women's satisfaction with ANC services. With a p-value of 0.001 and a contingency coefficient of 0.551, it can be concluded that the perception of midwives' professionalism strongly affects patient experiences and satisfaction. These findings are consistent with Azizah (2022), who emphasized that midwives' performance is vital to the quality of maternal and neonatal care and contributes to the reduction of maternal and infant mortality.

From a theoretical standpoint, this study is anchored in the SERVQUAL model developed by Parasuraman, which includes five essential service quality dimensions. In the context of ANC, these dimensions are manifested through midwives' ability to convey clear

information, respond to concerns promptly, and demonstrate empathy and friendliness. The high satisfaction scores in Assurance (85.09%) and Empathy (81.96%) reflect that trust and personalized attention are crucial in shaping patient satisfaction.

Furthermore, maternal satisfaction plays a vital role not only in shaping positive pregnancy experiences but also in improving compliance with ANC protocols, enhancing maternal and fetal outcomes, and driving overall service improvement. As Kuntoro & Istiono (2017) highlighted, patient satisfaction contributes to loyalty, positive word of mouth, and a favorable institutional image. For the Yosowilangun Health Center, this is especially relevant in the context of increasing competition among healthcare providers.

This research also underlines the importance of effective interpersonal communication between midwives and patients. Communication that is clear, empathetic, and responsive fosters a sense of security and encourages patient participation in pregnancy-related decision-making. According to Apriani & Kusumaningrum (2021), individual attention, clear information, and emotional support from healthcare workers are key factors influencing maternal satisfaction. Well-managed communication enhances patient trust and reinforces the perceived quality of care (Wahyuni et al., 2021; Manzoor et al., 2019; Marniyati et al., 2019).

The practical implications of these findings are far-reaching. It is crucial for community health center management to continually evaluate midwife performance, enhance both technical and communication skills through training, and cultivate a supportive working environment. Additionally, periodic reviews of ANC standards aligned with WHO and the Indonesian Ministry of Health guidelines should be conducted to ensure accessibility, safety, patient engagement, and service continuity. These strategic efforts are expected to ensure not only compliance with formal standards but also the delivery of meaningful and satisfying experiences for all pregnant women.

CONCLUSION

Based on the research findings, it can be concluded that the level of satisfaction among pregnant women with antenatal care (ANC) services at Yosowilangun Community Health Center, Lumajang Regency, is very high across all service quality dimensions. The highest satisfaction level was recorded in the assurance dimension (85.09%), followed by empathy (81.96%), tangibles (80.78%), reliability (80.00%), and responsiveness (78.43%). These findings indicate that the services provided by midwives have met patients' expectations in terms of trust, attention, facilities, reliability, and responsiveness. Additionally, inferential analysis showed a significant and strong relationship between midwives' performance and pregnant women's satisfaction levels, suggesting that midwives' professionalism is a key factor influencing perceptions of ANC service quality.

SUGGESTION

Yosowilangun Community Health Center is expected to maintain and further enhance the quality of ANC services through strengthening midwives' competencies, improving healthcare facilities, and fostering effective interpersonal communication. Future researchers are encouraged to expand the study's geographical scope, apply mixed methods approaches, or explore additional factors such as emotional satisfaction and family involvement in ANC services. For pregnant women as respondents, it is recommended to continue utilizing ANC services regularly and actively participate in health programs provided by the health center to ensure optimal maternal and fetal health.

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