

**HALAMAN PENGESAHAN LAPORAN HASIL
PENELITIAN DOSEN**

1. Judul	Tingkat Kepuasan Pasien <i>Antenatal Care</i> (ANC) Terhadap Mutu Pelayanan Kesehatan Di Puskesmas Kuta Baro Kabupaten Aceh Besar Tahun 2024.
2. - Ketua Peneliti a) Nama lengkap dan gelar b) NIDN c) Perguruan Tinggi d) Program Studi	Bd. Muliana, S.Tr.Keb., M.K.M 1308099301 Universitas Bina Bangsa Getsempena Sarjana Kebidanan
3. Jumlah Tim Peneliti	2 Orang
4. Tempat Penelitian	Di Puskesmas Kuta Baro Kabupaten Aceh Besar
5. Waktu Penelitian	Bulan September sampai dengan Oktober 2024
6. Biaya yang diperlukan a) STIKes Getsempena b) Sumber lain	Rp 5 000.000,- _____+
Jumlah	Rp 5 000.000

Banda Aceh, Oktober 2024

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

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ABSTRACT

xii + VI Chapters + 42 Pages + 7 Tables + 2 Figures + 14 Attachments

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 Besar 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