

ABSTRAK

HUBUNGAN PELAYANAN BIDAN PENOLONG PERSALINAN DENGAN KEPUASAN IBU BERSALIN DI PUSKESMAS TATABA KAB. BANGGAI KEPULAUAN

Mona Mahmud¹, Anggrawati Wulandari²
Monamahmud03@gmail.com
Universitas Strada Indonesia

Pelayanan bidan penolong persalinan merupakan salah satu faktor penting dalam menentukan kualitas pelayanan kesehatan ibu bersalin dan kepuasan pasien. Kepuasan ibu bersalin dipengaruhi oleh kualitas komunikasi, dukungan emosional, dan kompetensi bidan selama proses persalinan. Penelitian ini bertujuan untuk menganalisis hubungan pelayanan bidan penolong persalinan dengan kepuasan ibu bersalin di Puskesmas Tataba, Kabupaten Banggai Kepulauan.

Jenis penelitian yang digunakan adalah analitik korelasional dengan pendekatan cross-sectional. Populasi penelitian mencakup seluruh ibu bersalin yang menerima pelayanan bidan di Puskesmas Tataba periode September 2025 hingga Januari 2026, sebanyak 37 responden, yang dijadikan sampel menggunakan teknik total sampling. Variabel bebas penelitian adalah pelayanan bidan penolong persalinan, yang diukur melalui bukti langsung, keandalan, daya tanggap, dan empati, sedangkan variabel terikat adalah kepuasan ibu bersalin yang diukur melalui kontrol diri, hubungan penuh kepercayaan, orientasi, dan rasa aman.

Hasil penelitian menunjukkan bahwa sebagian besar responden menilai puas terhadap bukti langsung dan daya tanggap pelayanan bidan, masing-masing sebanyak 20 responden (54,1%) dan 29 responden (78,4%). Berdasarkan uji statistik Chi-Square diperoleh nilai p-value 0,289 ($>0,05$), sehingga **tidak terdapat hubungan yang signifikan** antara pelayanan bidan penolong persalinan dengan kepuasan ibu bersalin di Puskesmas Tataba. Temuan ini menunjukkan bahwa kepuasan ibu bersalin tidak hanya dipengaruhi oleh kualitas pelayanan bidan, tetapi juga oleh faktor lain seperti kondisi psikologis, dukungan keluarga, dan pengalaman persalinan sebelumnya.

Penelitian ini diharapkan menjadi dasar untuk peningkatan kualitas pelayanan kebidanan, khususnya dalam komunikasi efektif dan dukungan emosional selama persalinan, untuk meningkatkan pengalaman dan kepuasan ibu bersalin di fasilitas kesehatan.

Kata kunci: Pelayanan Bidan, Kepuasan Ibu Bersalin, Bukti Langsung, Daya Tanggap, Puskesmas Tataba.

ABSTRACT

THE RELATIONSHIP BETWEEN MIDWIFE DELIVERY SERVICES AND MATERNAL SATISFACTION AT TATABA COMMUNITY HEALTH CENTER, BANGGAI KEPULAUAN DISTRICT

*Mona Mahmud¹, Anggrawati Wulandari²
monamahmud03@gmail.com
Strada Indonesia University*

Midwife-assisted delivery services play a crucial role in determining the quality of maternal healthcare and patient satisfaction. Maternal satisfaction is influenced by midwives' communication skills, emotional support, and clinical competence during labor. This study aimed to analyze the relationship between midwife-assisted delivery services and maternal satisfaction at Puskesmas Tataba, Banggai Kepulauan Regency.

This research employed an analytical correlational design with a cross-sectional approach. The population consisted of all mothers who received midwife services at Puskesmas Tataba from September 2025 to January 2026, totaling 37 respondents, who were selected using total sampling. The independent variable was midwife-assisted delivery service, measured through direct evidence, reliability, responsiveness, and empathy, while the dependent variable was maternal satisfaction, measured through self-control, trustful relationships, orientation, and sense of security.

*The results indicated that most respondents were satisfied with the direct evidence and responsiveness of midwife services, 20 respondents (54.1%) and 29 respondents (78.4%) respectively. Based on the Chi-Square test, the p-value was 0.289 (>0.05), indicating **no significant relationship** between midwife-assisted delivery services and maternal satisfaction at Puskesmas Tataba. These findings suggest that maternal satisfaction is influenced not only by midwife service quality but also by other factors such as psychological conditions, family support, and prior birth experiences.*

This study is expected to serve as a foundation for improving midwifery services, particularly in effective communication and emotional support during labor, to enhance the experience and satisfaction of mothers in healthcare facilities.

Keywords: Midwife Service, Maternal Satisfaction, Direct Evidence, Responsiveness, Puskesmas Tataba.