

Influencing Factors Satisfaction Patient User Guarantee Labor (Jampersal) against Health Services at Gunung Maligas Health Centers

Firdasari¹, Jeni Raulina Br Siregar²

^{1,2} Department of Nursing, Faculty of Health, Universitas Efarina, Indonesia

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Corresponding Author:

Firdasari

Department of Nursing, Faculty of Health, Universitas Efarina, Indonesia.

Email:

firdasari@efarina@gmail.com

ABSTRACT

Guarantee Childbirth (Jampersal) is guarantee financing service childbirth which includes inspection pregnancy, help delivery, service childbirth including service family planning (KB) post childbirth and services baby new born by force health at the facility health. Jampersal aim lower Number Death Mother (NDM) and numbers Death Directed Babies (DDB) in Indonesia in enhancement quality service health. Jampersal must notice service quality health to create satisfaction patient. Type study This is study descriptive with approach purposeful retrospective identify influencing factors satisfaction patient user Jampersal to service health at the Health Center Gunung Maligas Regency Simalungun. Sample in research this is existing mothers Once using Jampersal program start from gestation until the puerperium, and do installation tool contraception. Taking sample with simple random sampling technique with amount sample as many as 51 people. Research results showing that majority patient user Jampersal feel satisfied to service health (92.2%) in Gunung Maligas Subdistrict, where the average value of satisfaction patient each factor is satisfying that is access service health (76.5%), quality service health (92.2%), service process health (88.2%), and systems service health (78.4%). Expected officer health Keep going give quality service for reach satisfaction patient.

Keywords:

Factors, Satisfaction, Jampersal

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1. INTRODUCTION

Maternity process should become incident happy but often changed become tragedy. Most birth proceeding normally, however part small followed complications consequence bleeding and difficult birth . Complications labor can raises very serious consequences If not handled with as fast and precise as possible resulted death in mothers and babies [4]. Based on the data obtained from The World Health Organization (WHO) estimates, worldwide more of 585,000 mothers die each year moment pregnant or maternity. That is, every minute There is One women who died (Coordinating Agency Family National Planning (BKKBN), 2009). According to Survey data Indonesian Health Demographics (SDKI) 2007, Maternal Mortality Rate (MMR) 228 per 100,000 births life, Infant Mortality Rate (IMR) 34 per 1000 births life , death rate Neonates (AKN) 19 per 1000 births live . Based on global agreement (Millennium Development Goals/MDG's 2000) in 2015 , it is expected number death Mother decrease of 228 pedals in 2007 to 102 and figures death baby decrease from 34 in 2007 to 23 [7].

Effort reduction in AKI should be focused on causes death resulting mother a number of factor risk delays , among other things late in inspection pregnancy (late take decision), too late in obtain service labor from power health , and too late | arrived at the facility health at the time circumstances emergency [7]. Although the Jampersal program (guarantee delivery) organized by the government for free, quality service No can ignored so just . Patient user jampersal need get attention from officer health so that following patients service delivery program Jampersal will also increased. And to create satisfaction patient needed enhancement standard in guard quality service midwifery that refers to quality service health so you can fulfil satisfaction patient or society [4].

At the health center Gunung Maligas Alone has held several government programs one of them is the Jampersal program (guarantee childbirth) intended for moms from start of pregnancy until the puerperium. Based on results

survey initial done researchers in the village the data is obtained from practice independent working midwife. The same with the Jampersal program as many as 103 people who use Jampersal and from results interview researchers, some Mother user jampersal say no satisfied to services provided and available extortion by officials health at the health center Gunung Maligas too not yet Once done study about influencing factors satisfaction patient user Jampersal to service health. For That researcher interested For researching about factors influencing satisfaction patient user Jampersal to service health at the Health Center Gunung Maligas Subdistrict Gunung Maligas Regency Simalungun.

Formula Problem

As for the formula problems that arise is factors What what influences satisfaction patient Jampersal program users (Guarantee Labor) against service health at the Health Center Gunung Maligas Subdistrict Gunung Maligas Regency Simalungun .

2. METHOD

Research Design

The research design used in study This is descriptive with approach retrospective, aiming For identify influencing factors satisfaction patient user Jampersal to service health in Public health center Gunung | Maligas Subdistrict Subdistrict Gunung Maligas Regency Simalungun.

Location and Time of Research

Study This carried out at the Health Center Gunung Maligas time study conducted in May 2022 - August 2022. As for the reasons election location with consideration that is Still There is user Jampersal on the Gunung Maligas Regency Simalungun confessed no satisfied to service jampersal and yet Once done study about influencing factors satisfaction patient user Jampersal to service health at the Health Center Gunung Maligas Regency Simalungun the .

3. RESULTS AND DISCUSSION

Satisfaction Patient User Jampersal to Health Services at Health Centers Gunung Maligas Regency Simalungun

Satisfaction customer is evaluation to what to expect after compare how you feel with hope to product or services used so that satisfaction customer is perceived outcome on user products and services , the same or exceed hope to product or services used [5]. Based on results study got majority respondents (92.2%) stated satisfied to service given health. This in line with research by [6] that majority respondents (96%) stated satisfied with services provided related.

The research results also show that majority characteristics respondent user Jampersal stated satisfied to service health is Mother House ladder as many as 35 people (75"6) this in accordance with theory Psychology nursing , according to [6] , deep matter This type work can influence satisfaction patient on services provided by the house sick . For example in patients profession official government consider that doctors and nurses as their staff so that they tend at will to presence power health. Whereas patient status laborer more tend passive and assumed No capable For question progress treatment service [4].

Research results this also shows that majority characteristics respondent user Jampersal stated satisfied to service health is income respondents his family above UMR as many as 41 people. This line with study [5] that income influential to satisfaction patient. According to Green earnings is factor influencing enablers behavior someone. For income patient tall will feel capable pay expensive and easy feel satisfied when service.

Influencing Factors Satisfaction Patient User Jampersal to Health Services at Health Centers Gunung Maligas Regency Simalungun Factor Satisfaction to Access Health Services

Satisfaction to access service health expressed by attitude ! and knowledge about as far as service health That available at the time and place moment needed convenience obtain service health , fine in circumstances normal or circumstances bad emergency , the extent to which the patient understand How system service health That work, advantages and availability service health [23].

Based on results study got that of 51 respondents user Jampersal state satisfied to service health. Viewed from factor access service health as many as 39 respondents (76.5%) stated satisfied , as many as 7 respondents stated very satisfied (13.7%), and as many as 5 respondents state No satisfied (9.8%), this can seen from level suitability between accepted fact with hope | patient , that is service Jampersal can obtained every time (60.8%), service Jampersal can obtained in an affordable place (74.5%), health workers provide clear information regarding the Jampersal program (49%), and management system claim jampersal easy (63.7%), this can assumed that part big respondent No difficulty For get access service Jampersal moment needed Good time nor good place and understanding of the Jampersal program.

Factor Satisfaction to Quality Service health

Satisfaction to quality service health will expressed by attitude to competence technique doctor and/ or profession service other health related with patients and output from disease or How changes experienced by the patient as results from service health [23]. Based on results study got that from S1 respondents satisfaction patient user Jampersal to service health seen from factor satisfaction quality service health as many as 47 respondents (92.2%) stated satisfied, 4 respondent stated very satisfied (7.8%), this can assumed that whole respondent feel all power health competent in the field in help patient moment do inspection from gestation until childbirth.

Factor Satisfaction towards Le Satisfaction Health Service Process to the service process health, incl connection between man will determined with do measurement attention and concern doctor and or profession service other health and level trust and confidence to doctor [23] . Based on hasi ! study got that of 51 respondents satisfaction patient user Jampersal to service health seen from process factor | service health as many as 45 respondents (88.2%) stated satisfied , 4 respondents stated very satisfied (7.8%), and 2 respondents (3.9%) stated No satisfied . This matter can assumed that majority respondent feel that power health give attention to patient.

Factor Satisfaction System Health Services

Based on results study got that of 51 respondents user Jampersal seen from factor system service health that as many as 40 respondents (78.4%) stated satisfied, 9 respondents stated very satisfied (17.6%), and 2 respondents (3.9%) stated no satisfied this can assumed that majority respondent feel satisfied to facilities and environment provided service health for user Jampersal. This can seen from most statements answered satisfactory by the patient user Jampersal is condition room care provided adequate (70.6%).

4. CONCLUSION

After done study about satisfaction patient user Jampersal to service health at the Health Center Gunung Maligas Regency Simalungun can concluded that majority respondent user Jampersal state satisfied to service given health Where majority respondent user Jampersal on each factors also stated satisfied to factor access, quality, process, and system service given health.

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