

GAMBARAN PERSEPSI TENAGA KESEHATAN TENTANG KUALITAS ANTENATAL CARE DI PUSKESMAS PADA MASA PANDEMI COVID-19 DI KABUPATEN SLEMAN YOGYAKARTA

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INTISARI

Latar Belakang: *Antenatal Care* adalah pemeriksaan terhadap ibu hamil yang harus dilakukan sesuai standar sehingga dapat mencapai pelayanan yang berkualitas. Pemeriksaan ANC dapat dipengaruhi oleh banyak faktor penghambat, salah satunya adalah persepsi tenaga kesehatan terkait pelayanan yang diberikan. Persepsi yang baik terhadap sesuatu akan membuat seseorang merespon yang baik pula. Oleh sebab itu penting untuk diketahui bagaimana persepsi tenaga kesehatan tentang kualitas ANC yang diberikan kepada ibu hamil.

Tujuan Penelitian: Mengetahui gambaran persepsi tenaga kesehatan tentang kualitas *Antenatal Care* di Puskesmas selama masa pandemi COVID-19 di Kabupaten Sleman Yogyakarta.

Metode: Penelitian ini menggunakan pendekatan kuantitatif yang bersifat deskriptif dengan desain *cross sectional*. Pengambilan data terhadap penilaian kualitas ANC menggunakan kuesioner *Quality of Prenatal Care* (QPCQ). Hasil penilaian berupa nilai rata-rata skor antara 1-5 yang menunjukkan kualitas ANC dan dijadikan indikator penilaian persepsi tenaga kesehatan.

Hasil: Kualitas ANC di puskesmas secara keseluruhan, per puskesmas dan per faktor QPCQ telah mencapai kualitas tinggi dengan skor rata-rata 195,88 dan rata-rata total yaitu angka 4, hasil ini menggambarkan bahwa persepsi tenaga kesehatan tentang kualitas ANC adalah persepsi yang baik. Namun masih terdapat beberapa faktor dengan jumlah responden yang memiliki skor kurang dari nilai rata-rata sehingga masih perlu untuk ditingkatkan.

Kesimpulan: Kualitas ANC di puskesmas telah mencapai kualitas yang tinggi sehingga persepsi yang dapat digambarkan adalah persepsi yang baik. Namun masih terdapat pelayanan yang belum optimal pada beberapa faktor penilaian sehingga masih perlu untuk ditingkatkan.

Kata Kunci: Persepsi, tenaga kesehatan, kualitas, *antenatal care* (ANC), pandemi COVID-19

DESCRIPTION OF HEALTH WORKERS' PERCEPTIONS ABOUT QUALITY OF ANTENATAL CARE SERVICES AT PRIMARY HEALTH CARE CENTERS DURING THE COVID-19 PANDEMIC IN SLEMAN REGENCY, YOGYAKARTA

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ABSTRACT

Background: Antenatal Care is an examination of pregnant women that must be carried out according to standards so that quality services can be achieved. The ANC examination can be influenced by many inhibiting factors, one of which is the worker's perception of health toward the services provided. A good perception of something will make someone respond well too. Therefore, it is important to know the perceptions of health workers on the quality of ANC services provided to pregnant women.

Objective: To determine the perceptions of health workers about the quality of Antenatal Care at the Primary Healthcare Center during the COVID-19 pandemic in Sleman Regency, Yogyakarta.

Method: This study used a descriptive quantitative approach with a Cross-sectional design. Data collection on the quality of ANC used the instrument Quality of Prenatal Care Questionnaire (QPCQ). The results assessment is in the form of a mean score between 1-5 to assess the quality of ANC services and determines the indicators for evaluating healthcare workers' perception.

Results: The quality of ANC as a whole, primary healthcare centers, and the QPCQ factor has achieved high quality with an average score of 195.88 and the total average is number 4, this result illustrates that the perception of health workers on the quality of ANC is good. However, there are still several factors with the number of respondents who have scored less than the average score, so they still need to be improved.

Conclusion: The quality of ANC services at the primary healthcare centers has reached a high quality so the perception that can be described is good. But there are still services that are not optimal on several assessment factors so they still need to be improved.

Keywords: Perception, healthcare workers, Quality, antenatal care (ANC), pandemic COVID-19.