

## INTISARI

**Latarbelakang** : Program keluarga berencana telah ditetapkan sebagai salah satu solusi dalam pemecahan masalah kependudukan dan keluarga miskin di Indonesia dan mendapat pengakuan serta dukungan dari berbagai pihak, baik nasional dan internasional karena berhasil menurunkan Total Fertility Rate (TFR) yang nyata dari 5,6 perwanita pada tahun 1970, menjadi 2,9 pada tahun 1990 dan 2,7 pada tahun 2000. Namun program keluarga berencana tetap memerlukan kebijakan dan strategi baru untuk pengembangan dan peningkatan mutu pelayanan kepada masyarakat. Penelitian ini bertujuan mengkaji dan menilai kualitas pelayanan KB menurut pandangan akseptor pada dua komunitas desa tertinggal di Kabupaten Jayawijaya, apakah akses pelayanan KB yang diberikan petugas sudah menjawab kebutuhan atau jauh dari harapan serta mencari kendala apa yang dihadapi dan menawarkan sejumlah alternatif pemecahan problem yang dihadapi dalam akses pelayanan KB di Kabupaten Jayawijaya.

**Metode** : Penelitian ini merupakan penelitian *cross sectional survey*, yang bersifat deskriptif. Sumber data berupa data sekunder dan data primer, baik kuantitatif maupun kualitatif, dan diperoleh melalui kuisioner, diskusi kelompok terarah, dan wawancara dengan akseptor maupun petugas pemberi layanan serta dianalisis secara deskriptif maupun deskriptif statistik.

**Hasil** : Pandangan akseptor terhadap kualitas pelayanan KB cukup bervariasi. Pandangan akseptor yang tinggal di Wamena sebagai wilayah perkotaan lebih baik atau tinggi 56,33 %, dibanding akseptor yang tinggal di Hobikosi dan Kurulu 53,41% sebagai wilayah pedesaan. Sekalipun sebagian variabel dan indikator terdapat perbedaan, namun itu tidak absolut. Hal ini bisa dipahami karena subjek penelitian sebagian besar penduduk asli Wamena yang memiliki latarbekang sosial kultur, perilaku dan pola hidup yang hampir sama. Perhatian petugas terfokus pada target pencapaian peserta KB aktif dan baru, sehingga pembinaan lanjutan terhadap program KB dan akseptor kurang diperhatikan

**Kesimpulan** : Pandangan akseptor terhadap kualitas pelayanan KB cukup baik. Keterlibatan dalam aktivitas organisasi kemasyarakatan, kualitas informasi tentang efek samping, kontraindikasi, ketersediaan alat kontrasepsi pembinaan lanjutan terhadap akseptor dan IMP (istitusi masyarakat pedesaan) termasuk dimensi yang cukup lemah dalam implementasi, namun merupakan faktor yang berpengaruh terhadap kualitas pelayanan KB.

Kata kunci : Kualitas pelayanan KB dan faktor-faktor yang mempengaruhi pandangan akseptor dalam memberikan penilaian.

## ABSTRACT

**Background:** Family planning program has been one of the solution to population problem and poor families in Indonesia and it has been acknowledged and supported by various parties, nationally and internationally as it has succeeded in lowering Total Fertility Rate (TFR) from 5.6 per woman in 1970 to 2.9 in 1990 and 2.7 in 2000. However, the family planning program still needs new strategy and policy for the development and improvement of service quality. This study was aimed at analyzing and evaluating the family planning service quality according to the viewpoint of acceptors who were the users of contraception media in 2 underdeveloped villages in Jayawijaya Regency, whether accessing of family planning service given by staff answered the requirement or far from expectation and looking for problem and offer a number of trouble-shooting alternative faced in accessing family planning service Jayawijaya Regency.

**Methods:** This study was cross-sectional survey with descriptive study. The data sources were secondary and primary, both quantitative and qualitative. The data were obtained through questionnaires filled by respondents, focused group discussion, and interviews with acceptors and staff providing services. The data were analyzed descriptively.

**Results:** The viewpoints of acceptors to family planning service quality showed various results. The viewpoints of acceptors in Wamena as a urban area was high (56.33%) compared with acceptors in Hobikosi and Kurulu as a rural area (53.41%). Although there were differences between variable and indicator, but not absolute. Cause of the subjects were Wamena aboriginal with social cultural background, behavioral and life pattern was almost same. The staff attention focused at achievement target of active family planning acceptors, so that continuation construction to family planning program and acceptor less paid attention.

**Conclusion:** The viewpoints of acceptors on family planning service quality showed various results. The acceptors viewpoints in the cities on family planning service quality more high than acceptors in villages, but it was relative. This is understandable because most were inhabitants from Wamena with similar cultural, behavioral, and life pattern background. The decision of child's education dominated by husband and choosing the contraception method dominated by wife.