

## INTISARI

**Latar Belakang :** Kepuasan pasien merupakan salah satu *outcome* penting dari keberhasilan pelayanan kesehatan. Tingkat kepuasan pasien khususnya pada ibu *post* SC dapat dipengaruhi oleh kualitas pelayanan yang diberikan. SC emergensi merupakan salah satu bentuk pelayanan kesehatan yang diselenggarakan oleh RS PONEK.

**Tujuan :** Untuk mengetahui hubungan antara tingkat kepuasan pasien *post* SC emergensi dengan kualitas PONEK.

**Metode :** Penelitian ini merupakan penelitian deskriptif analitik dengan rancangan *cross sectional*. Penelitian dilakukan di bangsal Alamada RSUD Panembahan Senopati Bantul bulan September-November 2016 dengan melibatkan 55 responden yang dipilih secara *purposive sampling*. Instrumen penelitian yang digunakan adalah *Scale for Measuring Maternal Satisfaction* (SMMS) – *caesarean birth* dan kuesioner kualitas PONEK yang disusun berdasarkan standar Depkes RI tentang pedoman penyelenggaraan PONEK. Uji penelitian menggunakan analisis univariat, bivariat dengan rumus korelasi *spearman's rho*, dan multivariat secara regresi logistik.

**Hasil :** Sebanyak 47,3% responden menilai kualitas PONEK pada kategori tinggi. Tingkat kepuasan responden sebesar 56,4% pada kategori puas. Nilai korelasi antara kualitas PONEK dengan kepuasan pasien *post* SC emergensi sebesar 0,285 ( $p = 0,035$ ; OR = 1,96)

**Kesimpulan :** Ada hubungan antara tingkat kepuasan pasien *post* SC emergensi dengan kualitas PONEK di RSUD Panembahan Senopati Bantul.

**Kata kunci :** Kualitas pelayanan, PONEK, kepuasan pasien

## ABSTRACT

**Background :** Patient satisfaction is one of important outcome to indicates good achievement of health services. Level of patient satisfaction need to be considered, especially on mother after delivery by sectio caesarea. Patient satisfaction relates to services quality. Emergency sectio caesarea is a form of services in hospital that provides Comprehensive Emergency Obstetric And Neonatal Care (CEmONC).

**Objectives :** To know the level of patient satisfaction after an emergency sectio caesarea towards quality of CEmONC.

**Method :** Type of study was analytic descriptive by cross sectional design. Study was conducted in ward of Alamanda in RSUD Panembahan Senopati Bantul during September until November 2016. Selection of sample by purposive sampling and amounts 55 respondent involved in these study. Research instrument used Scale for Measuring Maternal Satisfaction (SMMS) – caesarean birth and questionnaire to measured quality of CEmONC and arranged based on standard of Ministry of health about service implementation guidance of comprehensive emergency obstetric and neonatal care. Result tested by univariate, bivariate analysis used correlation of spearman's rho, and multivariate analysis used logistic regression.

**Result :** Result showed 47,3% respondent assessed quality of CEmONC were high. Amounts of 56,4% respondent were satisfied. Correlation value between quality of CEmONC and satisfaction of mother after sectio caesarea as many as 0,285 ( $p = 0,035$ ; OR = 1,96).

**Conclusion :** The level of patient satisfaction after emergency sectio caesarea associated with quality of CEmONC in RSUD Panembahan Senopati Bantul.

**Keywords :** Services quality, CEmONC, Patient satisfaction