

## ABSTRACT

The achievement of coverage visit-4 as the one of two indicators for succes antenatal care services in Indonesia still having disparities between many region, also in Surabaya. Therefore, this study aims to provide recommendations for the quality improvement of antenatal care services through the Juran Trilogy approach with benchmarking analysis. Puskesmas which have been selected as the location are Puskesmas Wiyung, Manukan Kulon, Balas Klumprik and Peneleh.

This study uses observational descriptive and cross sectional approach. Data obtained through the questionnaire and interview method using an interview guide to 31 respondents. The location are Puskesmas Wiyung which compared with Puskesmas Manukan Kulon and Puskesmas Balas Klumprik which compared with Puskesmas Peneleh.

The result of the research was, there were 7 indicators on Puskesmas Wiyung which should be improved, there were 2 indicators in characteristics identification, 1 indicator on the identification and determination of needs, 3 indicators in the comparison of the results with the goals, and 1 indicator in the establishment of quality improvement team. While, in Puskesmas Balas Klumprik there were 24 indicators, 1 indicator on characteristics identification, 2 indicators on the identification and determination of needs, 1 indicator of the performance monitoring, 6 indicators on the comparison of the results with the goals, 4 indicators on taking action against irregularities, 2 indicators on the identification need for quality improvement, 2 indicators on the establishment of quality improvement team, 4 indicators on providing the team with the resources, and 2 indicators on the creation of a new control method.

It can be concluded that the implementation of quality planning antenatal care services at Puskesmas Wiyung, Manukan Kulon, Balas Klumprik and Peneleh generally been good. On controlling and improving the quality of antenatal care services, implementation in Puskesmas Wiyung, Manukan Kulon, and Peneleh were generally good, while at the Puskesmas Balas Klumprik good enough. It is suggested that Puskesmas Wiyung and Balas Klumprik should keep trying to improve some indicators which still not up to standard.

Keywords: antenatal care, quality control, quality improvement, quality planning