

ABSTRACT

The purpose of placing midwives in the village is to improve the quality and accessibility of health care in order to decrease MMR (Maternal Mortality Rate) and IMR (Infant Mortality Rate) through a safe delivery service. The 80% target of delivery service performed by health personnels has not been achieved. So far the optimal achievement was 75,21%.

The objective of this study was to analyze the performance of midwives in the village by measuring: 1) midwives' empowerment in the village; 2) midwives' motivation in delivery service; 3) the effect of midwives' empowerment to work motivation; 4) the effect of work motivation to work performance and 5) customer satisfaction related to midwives' work performance.

The study was an observation using cross sectional method carried out from November 1st to December 31st, 2002. The population was village midwives and mothers who gave birth during the period of the study. The sample was 180 respondents composed of 60 midwives and 120 mothers who give birth up to 40 puerperal days.

Using linear regression test, the result indicated 1) a significant influence of midwives' empowerment on work motivation ($p=.001$); 2) a significant influence of work motivation on work performance ($p=.001$)

The conclusion was: 1) the midwives' empowerment viewed from the presence of opportunity and organizational satisfaction was good; 2) the work motivation of village midwives viewed from the motivation level and motivation factors was good; 3) the midwives' performance from 10 dimensions of quality services was satisfactory; 4) the empowerment affected work motivation accordantly meaning higher empowerment yielded higher work motivation; 5) the work motivation influenced work performance significantly meaning higher motivation yielded high performance and 6) the customer satisfaction taken from the descriptive analysis showed assurance and empathy as a satisfied-not satisfied dimension.

Key words: midwives' empowerment, motivation, work performance, delivery service.

