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HOSPITAL SHARED SERVICES

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**TESIS**

**UPAYA PENINGKATAN KUALITAS PELAYANAN ANTENATAL  
DI PUSKESMAS KABUPATEN JEMBRANA**



**I NENGAH SUPARTA**

**PROGRAM PASCASARJANA  
UNIVERSITAS AIRLANGGA  
SURABAYA  
2004**

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DI PUSKESMAS KABUPATEN JEMBRANA**

TESIS

Untuk memperoleh Gelar Magister  
Dalam Program Studi Administrasi dan Kebijakan Kesehatan  
Pada Program Pascasarjana Universitas Airlangga



Oleh :

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**PROGRAM PASCASARJANA  
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Lembar Pengesahan

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Pembimbing

A handwritten signature in black ink, appearing to read "Thinni", is positioned above the name of the supervisor.

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**ABSTRACT****An Effort for the Improvement of the Quality of Antenatal Services  
at the Jembrana Regency Public Health Centers**

I Nengah Suparta

Antenatal services are one of the basic health-care services provided for pregnant mothers during their pregnancy terms, performed by health-care professionals in compliance to services standards. To-date, quantitatively, the coverage achievement of antenatal services at Jembrana regency is sufficiently good but considered qualitatively lacking. On that account, an effort is required for the improvement of the quality of services, with the hope of minimizing Maternal Mortality Rates. The objective of this research was to formulate an effort for the improvement of the quality of antenatal services at the Jembrana Regency PHCs: by identifying the personnel characteristics, health-care equipments, drugs, recording and reporting tools available to the PHCs; by analyzing the characteristics (knowledge, behavior, and condition) of pregnant mothers who utilize antenatal services; by analyzing the antenatal services, high risk pregnant mothers detection, promotion, recording and reporting processes; and by measuring the quality of services performed by personnel who provide antenatal services at the PHCs.

This research was a cross-sectional observational study with a research sample comprising of personnel who provided antenatal services at the PHCs and auxiliary PHCs, totalling to 31 people, and pregnant mothers in their third trimester (minimum pregnancy age of six months) who routinely had their pregnancy examined at the PHCs and/or auxiliary PHCs, totalling to 62 people. These samples were collected through a simple random sampling method.

Results of the research revealed that a number of PHCs and auxiliary PHCs still lacked sufficient health-care equipments, drugs, and recording and reporting tools for antenatal services; also there were personnel who performed inadequate antenatal services.

Efforts for the improvement of the quality of services to be implemented by the PHCs are the procurement of health-care equipments, drugs, as well as recording and reporting tools, the comprehensive implementation of antenatal services, high risk pregnant mothers detection, promotion, as well as recording and reporting processes, and the formulation of a services Standard Operating Procedure to serve as a reference for personnel in providing better services.

Key words: service quality, PHC personnel, midwife, antenatal care

