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## Lampiran 1

### LEMBARAN PERMOHONAN MENJADI RESPONDEN PENELITIAN

Dengan Hormat,

Saya yang bertanda tangan di bawah ini :

Nama : Riska Oktavia Sihotang

NPM : 2219201653

Adalah mahasiswa Program Studi Kebidanan Program Sarjana STIKes Mitra Husada Medan yang mengadakan penelitian dengan judul “Hubungan Mutu Pelayanan KIA dengan Kepuasan Ibu Bersalin Secara Normal di Puskesmas Pelabuhan Sambas Kota Sibolga Tahun 2023”.

Dengan tujuan untuk mengetahui apakah mutu pelayanan KIA memiliki hubungan dengan tingkat kepuasan pasien ibu bersalin secara normal, maka dengan rendah hati saya memohon kesediaan saudara untuk berpartisipasi menjadi responden dalam kegiatan tersebut. Kerahasiaan dan identitasnya akan saya jaga dan hanya digunakan untuk kepentingan penelitian saja serta bila tidak digunakan lagi akan saya musnahkan.

Apabila saudara bersedia, mohon diminta dengan hormat untuk bertandatangan pada lembar persetujuan yang terlampir.

Demikian permohonan ini dibuat, atas perhatian dan kesediaan saudara, saya ucapkan terima kasih.

Sibolga, 2023

(Riska Oktavia Sihotang)

## Lampiran 2

### LEMBARAN PERSETUJUAN MENJADI RESPONDEN PENELITIAN

Sehubungan dengan penelitian saya yang berjudul “Hubungan Mutu Pelayanan KIA dengan Kepuasan Ibu Bersalin Secara Normal di Puskesmas Pelabuhan Sambas Kota Sibolga Tahun 2023”, saya mohon kesediaan saudara untuk berpartisipasi dengan cara mengisi kuesioner berikut. Jawaban saudara akan saya jamin kerahasiaannya dan hanya akan digunakan untuk kepentingan penelitian. Apabila saudara berkenan mengisi kuesioner yang terlampir, mohon kiranya saudara terlebih dahulu bersedia menandatangani lembar persetujuan menjadi responden (*informed consent*).

Demikian permohonan saya, atas perhatian serta kerjasama saudara dalam penelitian ini saya ucapkan terima kasih.

Responden

(.....)

Sumber : Novi Aklima

### Lampiran 3

#### KUESIONER PENELITIAN

#### HUBUNGAN MUTU PELAYANAN KIA TERHADAP KEPUASAN IBU BERSALIN SECARA NORMAL DI PUSKESMAS PELABUHAN SAMBAS KOTA SIBOLGA TAHUN 2023

##### I. Petunjuk Pengisian :

Isilah titik-titik pada tempat yang tersedia dan memilih salah satu pernyataan yang ada pada setiap pertanyaan dengan memberi tanda silang (X) pada kolom yang tersedia. Adapun alternatif jawabannya yaitu :

- |                         |                         |
|-------------------------|-------------------------|
| - Sangat baik (5)       | - Sangat puas (5)       |
| - Baik (4)              | - Puas (4)              |
| - Cukup Baik (3)        | - Cukup Puas (3)        |
| - Kurang Baik (2)       | - Tidak Puas (2)        |
| - Sangat Tidak Baik (1) | - Sangat Tidak Puas (1) |

##### II. Identitas Peserta/Responden

1. Nama : .....
2. Umur : .....
3. Pendidikan : .....
4. Pekerjaan : .....

| No | Pernyataan<br>Bukti Langsung                                           | Sangat<br>Baik | Baik | Cukup<br>Baik | Kurang<br>Baik | Sangat<br>Tidak<br>Baik |
|----|------------------------------------------------------------------------|----------------|------|---------------|----------------|-------------------------|
| 1. | Diruang bersalin tersedia tensimeter untuk mengukur tekanan darah ibu  |                |      |               |                |                         |
| 2. | Diruang persalinan tersedia timbangan berat badan                      |                |      |               |                |                         |
| 3. | Dalam ruangan bersalin tersedianya oksigen                             |                |      |               |                |                         |
| 4. | Tempat tidur telah disiapkan dalam keadaan rapi, bersih dan siap pakai |                |      |               |                |                         |

|    |                                                                                                                 |  |  |  |  |  |
|----|-----------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 5. | Bidan dalam pelayanan asuhan persalinan memasang infus kepada ibu                                               |  |  |  |  |  |
| 6. | Setelah bersalin dilakukan pemeriksaan suhu tubuh menggunakan thermometer                                       |  |  |  |  |  |
| 7. | Diruang persalinan tersedianya alat untuk mengukur denyut jantung janin (doppler)                               |  |  |  |  |  |
| 8. | Bagaimana tanggapan ibu terhadap fasilitas yang tersedia di ruang KIA Puskesmas Pelabuhan Sambas Kota Sibolga ? |  |  |  |  |  |

| No | Pernyataan<br>Daya Tanggap                                                   | Sangat Baik | Baik | Cukup Baik | Kurang Baik | Sangat Tidak Baik |
|----|------------------------------------------------------------------------------|-------------|------|------------|-------------|-------------------|
| 1. | Sebelum melakukan tindakan asuhan persalinan bidan meminta izin kepada ibu   |             |      |            |             |                   |
| 2. | Bidan memberitahu cara rawatan dan minum obat                                |             |      |            |             |                   |
| 3. | Bidan mengikut sertakan keluarga mengambil Keputusan                         |             |      |            |             |                   |
| 4. | Bidan memberikan waktu pelayanan asuhan persalinan sesuai dengan kondisi ibu |             |      |            |             |                   |
| 5. | Bidan dalam menolong persalinan terlihat hati-hati                           |             |      |            |             |                   |
| 6. | Bidan dengan cepat merespon kondisi pasien yang membutuhkan tindakan Lanjut  |             |      |            |             |                   |
| 7. | Antara bidan saling membantu jika ada permasalahan pasien                    |             |      |            |             |                   |

| No | Pernyataan Keandalan                                                                       | Sangat Baik | Baik | Cukup Baik | Kurang Baik | Sangat Tidak Baik |
|----|--------------------------------------------------------------------------------------------|-------------|------|------------|-------------|-------------------|
| 1. | Bidan memimpin proses persalinan dengan sabar                                              |             |      |            |             |                   |
| 2. | Bidan melakukan pemeriksaan dalam (VT) setiap 4 jam sekali                                 |             |      |            |             |                   |
| 3. | Bidan melakukan pemeriksaan denyut jantung Janin                                           |             |      |            |             |                   |
| 4. | Bidan memantau vital sign (tekanan darah, nadi, suhu, pernafasan) setelah selesai bersalin |             |      |            |             |                   |
| 5. | Bidan memeriksa perdarahan pada ibu setelah bersalin                                       |             |      |            |             |                   |
| 6. | Bidan memberikan waktu pada ibu untuk inisiasi menyusui dini setelah bayi lahir            |             |      |            |             |                   |
| 7. | Bidan melakukan pemijatan pada perut/rahim untuk menilai kontraksi                         |             |      |            |             |                   |
| 8  | Bagaimana tanggapan ibu terhadap kinerja bidan di ruang KIA Pelabuhan Sambas Kota Sibolga? |             |      |            |             |                   |

| No | Pernyataan Jaminan                                                          | Sangat Baik | Baik | Cukup Baik | Kurang Baik | Sangat Tidak Baik |
|----|-----------------------------------------------------------------------------|-------------|------|------------|-------------|-------------------|
| 1. | Bidan mengajarkan tentang cara perawatan tali pusat pada bayi               |             |      |            |             |                   |
| 2. | Bidan mengajarkan tentang cara perawatan payudara                           |             |      |            |             |                   |
| 3. | Bidan mengajarkan tentang cara posisi menyusui                              |             |      |            |             |                   |
| 4. | Bidan menjelaskan tentang cara menjaga kebersihan vagina (personal hygiene) |             |      |            |             |                   |



|    |                                                                 |  |  |  |  |  |
|----|-----------------------------------------------------------------|--|--|--|--|--|
| 5. | Bidan menjelaskan tentang kebutuhan gizi setelah Bersalin       |  |  |  |  |  |
| 6. | Bidan menjaga kerahasiaan ibu dalam pelayanan asuhan Persalinan |  |  |  |  |  |
| 7. | Bidan mengajarkan teknik mendedan yang benar                    |  |  |  |  |  |

| No | Pernyataan Empati                                                             | Sangat Baik | Baik | Cukup Baik | Tidak Baik | Sangat Tidak Baik |
|----|-------------------------------------------------------------------------------|-------------|------|------------|------------|-------------------|
| 1. | Bidan menanggapi setiap keluhan ibu bersalin selama proses persalinan         |             |      |            |            |                   |
| 2. | Bidan menayakan keluhan ibu dari awal proses persalinan sampai selesai        |             |      |            |            |                   |
| 3. | Bidan memperhatikan sungguh-sungguh kondisi Pasien                            |             |      |            |            |                   |
| 4. | Bidan memberikan sentuhan kepada ibu sebagai rasa Perhatian                   |             |      |            |            |                   |
| 5. | Bidan memberikan suasana nyaman sesuai kebutuhan ibu                          |             |      |            |            |                   |
| 6. | Dalam menolong persalinan ruangan persalinan tertutup                         |             |      |            |            |                   |
| 7. | Bidan memberikan dukungan kepada ibu bersalin untuk terhindar dari rasa cemas |             |      |            |            |                   |

| No | Pernyataan Kepuasan Pasien                                                                              | Sangat Puas | Puas | Cukup Puas | Tidak Puas | Sangat Tidak Puas |
|----|---------------------------------------------------------------------------------------------------------|-------------|------|------------|------------|-------------------|
| 1. | Bagaimana perasaan ibu selama proses persalinan berlangsung di ruang KIA Pelabuhan Sambas Kota Sibolga? |             |      |            |            |                   |

|   |                                                                                                        |  |  |  |  |  |
|---|--------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 2 | Secara keseluruhan apakah ibu merasa puas dengan pelayanan di ruang KIA Pelabuhan Sambas Kota Sibolga? |  |  |  |  |  |
|---|--------------------------------------------------------------------------------------------------------|--|--|--|--|--|

## Lampiran 4

### Surat Izin Penelitian

|                                                                                                                                                                                                                           |                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
|                                                                                                                                          | <b>SEKOLAH TINGGI ILMU KESEHATAN (STIKes)<br/>MITRA HUSADA MEDAN</b> |
| 1. PRODI PENDIDIKAN PROFESI BIDAN PROGRAM PROFESI<br>2. PRODI KEBIDANAN PROGRAM SARJANA<br>3. PRODI KEBIDANAN PROGRAM DIPLOMA TIGA<br>4. PRODI KEPERAWATAN PROGRAM DIPLOMA TIGA<br>IZIN MENRISTEKDIKTI NO. 579/KPT/I/2017 |                                                                      |

  

No : 969/STIKes-MHM/I/IV/2023  
 Hal : Izin Penelitian  
 Lamp : -

**Kepada Yth:**  
**Kepala Puskesmas Pelabuhan Sambas**  
**Di,**  
**Tempat,-**

Dengan hormat,

1. Sehubungan dengan pelaksanaan Penelitian Mahasiswa STIKes Mitra Husada Medan Prodi Kebidanan Program Sarjana T.A 2022/2023 sebagai salah satu syarat untuk menyelesaikan pendidikan di STIKes Mitra Husada Medan;

2. Berkenaan dengan hal di atas kami memohon bantuan Bapak/Ibu untuk dapat memberi izin bagi Mahasiswa kami untuk melakukan penelitian di tempat yang Bapak/Ibu pimpin;

| Nama Mahasiswa         | NPM        | Judul Penelitian                                                                                                             |
|------------------------|------------|------------------------------------------------------------------------------------------------------------------------------|
| Riska Oktavia Sihotang | 2219201653 | Hubungan Mutu Pelayanan KIA dengan Kepuasan Ibu Bersalin Secara Normal di Puskesmas Pelabuhan Sambas Kota Sibolga Tahun 2023 |

3. Demikian surat ini diperbuat, atas perhatian dan kerjasamanya diucapkan terima kasih.

Medan, 17 April 2023  
  
**Dr. Siti Nurmanan Sinaga, SKM, M.Kes**

**Tembusan:**

1. Ka.Prodi Kebidanan Program Sarjana
2. Ka.UPPM
3. Yang Bersangkutan
4. Pritinggal

Jl. Pintu Air IV Pasar 8 Kel. Kwala Bekala Kec. Medan Johor. Medan - 20142.  
 Telp. (061) 8367405, www.mitrabusada.ac.id, email: stikesmitrabusadamedan18@gmail.com

## Lampiran 5

### Surat Balasan Izin Penelitian



**PEMERINTAH KOTA SIBOLGA**  
**DINAS KESEHATAN**  
**UPTD PUSKESMAS PELABUHAN SAMBAS**  
 Jalan Horas Ujung No.176 Sibolga Kode Pos 22534  
 Telp. (0631) 25549 Hp: 081263223551

---

Nomor : 445.1/ 5973  
 Sifat : Biasa  
 Lamp : -  
 Hal : Izin Penelitian

Sibolga, 05 Juni 2023  
 Kepada  
 Yth. Ketua Stikes Mitra Husada Medan  
 di-  
 Medan

Sehubungan dengan surat dari Stikes Mitra Husada Medan di Kota Medan  
 Nomor : 969/STIKes-MHM/II/2023 tanggal 17 April 2023 Perihal Izin  
 Penelitian, maka bersama ini diberikan izin melakukan penelitian kepada :

Nama : Riska Oktavia Sihotang  
 NIM : 2219201653  
 Program Studi : SI Kebidanan  
 Judul : "Hubungan Mutu Pelayanan KIA Dengan Kepuasan Ibu  
 Bersalin Secara Normal Di Puskesmas Pelabuhan  
 Sambas Kota Sibolga Tahun 2023"

Demikian kami sampaikan, atas perhatiannya kami ucapkan terimakasih.

**KEPALA UPTD PUSKESMAS  
 PELABUHAN SAMBAS  
 KOTA SIBOLGA,**



**(ROBBY SAFARI, SKM)**  
**PENATA TK.I**  
**NIP. 19831118 201001 1 009**

## Lampiran 6

### Output SPSS

#### Data Univariat

|       |                     | Umur      |         |               |                    |
|-------|---------------------|-----------|---------|---------------|--------------------|
|       |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | < 20 tahun          | 4         | 7.4     | 7.4           | 7.4                |
|       | 20 tahun - 35 tahun | 41        | 75.9    | 75.9          | 83.3               |
|       | > 35 tahun          | 9         | 16.7    | 16.7          | 100.0              |
|       | Total               | 54        | 100.0   | 100.0         |                    |

|       |                   | Pendidikan |         |               |                    |
|-------|-------------------|------------|---------|---------------|--------------------|
|       |                   | Frequency  | Percent | Valid Percent | Cumulative Percent |
| Valid | Pendidikan Tinggi | 23         | 42.6    | 42.6          | 42.6               |
|       | Pendidikan Rendah | 31         | 57.4    | 57.4          | 100.0              |
|       | Total             | 54         | 100.0   | 100.0         |                    |

|       |               | Pekerjaan |         |               |                    |
|-------|---------------|-----------|---------|---------------|--------------------|
|       |               | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Bekerja       | 22        | 40.7    | 40.7          | 40.7               |
|       | Tidak Bekerja | 32        | 59.3    | 59.3          | 100.0              |
|       | Total         | 54        | 100.0   | 100.0         |                    |

|       |        | Bukti Langsung |         |               |                    |
|-------|--------|----------------|---------|---------------|--------------------|
|       |        | Frequency      | Percent | Valid Percent | Cumulative Percent |
| Valid | Baik   | 32             | 59.3    | 59.3          | 59.3               |
|       | Kurang | 22             | 40.7    | 40.7          | 100.0              |
|       | Total  | 54             | 100.0   | 100.0         |                    |

**Daya Tanggap**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Baik   | 14        | 25.9    | 25.9          | 25.9               |
|       | Kurang | 40        | 74.1    | 74.1          | 100.0              |
|       | Total  | 54        | 100.0   | 100.0         |                    |

**Keandalan**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Baik   | 24        | 44.4    | 44.4          | 44.4               |
|       | Kurang | 30        | 55.6    | 55.6          | 100.0              |
|       | Total  | 54        | 100.0   | 100.0         |                    |

**Jaminan**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Baik   | 42        | 77.8    | 77.8          | 77.8               |
|       | Kurang | 12        | 22.2    | 22.2          | 100.0              |
|       | Total  | 54        | 100.0   | 100.0         |                    |

**Empati**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Baik   | 28        | 51.9    | 51.9          | 51.9               |
|       | Kurang | 26        | 48.1    | 48.1          | 100.0              |
|       | Total  | 54        | 100.0   | 100.0         |                    |

## Data Bivariat

### Bukti Langsung \* Kepuasan Pasien Crosstabulation

|                |                          | Kepuasan Pasien          |            | Total  |
|----------------|--------------------------|--------------------------|------------|--------|
|                |                          | Puas                     | Tidak Puas |        |
| Bukti Langsung | Baik                     | Count                    | 14         | 18     |
|                |                          | % within Bukti Langsung  | 43.8%      | 56.3%  |
|                |                          | % within Kepuasan Pasien | 77.8%      | 50.0%  |
|                |                          | % of Total               | 25.9%      | 33.3%  |
|                | Kurang                   | Count                    | 4          | 18     |
|                |                          | % within Bukti Langsung  | 18.2%      | 81.8%  |
|                |                          | % within Kepuasan Pasien | 22.2%      | 50.0%  |
|                |                          | % of Total               | 7.4%       | 33.3%  |
| Total          | Count                    |                          | 18         | 36     |
|                | % within Bukti Langsung  |                          | 33.3%      | 66.7%  |
|                | % within Kepuasan Pasien |                          | 100.0%     | 100.0% |
|                | % of Total               |                          | 33.3%      | 66.7%  |

### Chi-Square Tests

|                                    | Value              | df | Asymptotic<br>Significance (2-<br>sided) | Exact Sig. (2-<br>sided) | Exact Sig. (1-<br>sided) |
|------------------------------------|--------------------|----|------------------------------------------|--------------------------|--------------------------|
| Pearson Chi-Square                 | 3.835 <sup>a</sup> | 1  | .050                                     |                          |                          |
| Continuity Correction <sup>b</sup> | 2.771              | 1  | .096                                     |                          |                          |
| Likelihood Ratio                   | 4.021              | 1  | .045                                     |                          |                          |
| Fisher's Exact Test                |                    |    |                                          | .078                     | .046                     |
| N of Valid Cases                   | 54                 |    |                                          |                          |                          |

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7,33.

b. Computed only for a 2x2 table

### Risk Estimate

|                                                  | Value | 95% Confidence Interval |        |
|--------------------------------------------------|-------|-------------------------|--------|
|                                                  |       | Lower                   | Upper  |
| Odds Ratio for Bukti<br>Langsung (Baik / Kurang) | 3.500 | .964                    | 12.702 |
| For cohort Kepuasan Pasien<br>= Puas             | 2.406 | .913                    | 6.345  |

|                                            |      |      |      |
|--------------------------------------------|------|------|------|
| For cohort Kepuasan Pasien<br>= Tidak Puas | .688 | .478 | .989 |
| N of Valid Cases                           | 54   |      |      |

### Daya Tanggap \* Kepuasan Pasien Crosstabulation

|              |                          |                          | Kepuasan Pasien |            | Total  |
|--------------|--------------------------|--------------------------|-----------------|------------|--------|
|              |                          |                          | Puas            | Tidak Puas |        |
| Daya Tanggap | Baik                     | Count                    | 8               | 6          | 14     |
|              |                          | % within Daya Tanggap    | 57.1%           | 42.9%      | 100.0% |
|              |                          | % within Kepuasan Pasien | 44.4%           | 16.7%      | 25.9%  |
|              |                          | % of Total               | 14.8%           | 11.1%      | 25.9%  |
|              | Kurang                   | Count                    | 10              | 30         | 40     |
|              |                          | % within Daya Tanggap    | 25.0%           | 75.0%      | 100.0% |
|              |                          | % within Kepuasan Pasien | 55.6%           | 83.3%      | 74.1%  |
|              |                          | % of Total               | 18.5%           | 55.6%      | 74.1%  |
| Total        | Count                    |                          | 18              | 36         | 54     |
|              | % within Daya Tanggap    |                          | 33.3%           | 66.7%      | 100.0% |
|              | % within Kepuasan Pasien |                          | 100.0%          | 100.0%     | 100.0% |
|              | % of Total               |                          | 33.3%           | 66.7%      | 100.0% |

### Chi-Square Tests

|                                    | Value              | df | Asymptotic<br>Significance (2-<br>sided) | Exact Sig. (2-<br>sided) | Exact Sig. (1-<br>sided) |
|------------------------------------|--------------------|----|------------------------------------------|--------------------------|--------------------------|
| Pearson Chi-Square                 | 4.821 <sup>a</sup> | 1  | .028                                     |                          |                          |
| Continuity Correction <sup>b</sup> | 3.483              | 1  | .062                                     |                          |                          |
| Likelihood Ratio                   | 4.635              | 1  | .031                                     |                          |                          |
| Fisher's Exact Test                |                    |    |                                          | .047                     | .033                     |
| N of Valid Cases                   | 54                 |    |                                          |                          |                          |

a. 1 cells (25,0%) have expected count less than 5. The minimum expected count is 4,67.

b. Computed only for a 2x2 table

### Risk Estimate

|                                                | Value | 95% Confidence Interval |        |
|------------------------------------------------|-------|-------------------------|--------|
|                                                |       | Lower                   | Upper  |
| Odds Ratio for Daya<br>Tanggap (Baik / Kurang) | 4.000 | 1.115                   | 14.354 |
| For cohort Kepuasan Pasien<br>= Puas           | 2.286 | 1.132                   | 4.616  |



|                                            |      |      |       |
|--------------------------------------------|------|------|-------|
| For cohort Kepuasan Pasien<br>= Tidak Puas | .571 | .304 | 1.074 |
| N of Valid Cases                           | 54   |      |       |

### Keandalan \* Kepuasan Pasien Crosstabulation

|           |                          | Kepuasan Pasien          |            | Total  |
|-----------|--------------------------|--------------------------|------------|--------|
|           |                          | Puas                     | Tidak Puas |        |
| Keandalan | Baik                     | Count                    | 12         | 12     |
|           |                          | % within Keandalan       | 50.0%      | 50.0%  |
|           |                          | % within Kepuasan Pasien | 66.7%      | 33.3%  |
|           |                          | % of Total               | 22.2%      | 22.2%  |
|           | Kurang                   | Count                    | 6          | 24     |
|           |                          | % within Keandalan       | 20.0%      | 80.0%  |
|           |                          | % within Kepuasan Pasien | 33.3%      | 66.7%  |
|           |                          | % of Total               | 11.1%      | 44.4%  |
| Total     | Count                    |                          | 18         | 36     |
|           | % within Keandalan       |                          | 33.3%      | 66.7%  |
|           | % within Kepuasan Pasien |                          | 100.0%     | 100.0% |
|           | % of Total               |                          | 33.3%      | 66.7%  |

### Chi-Square Tests

|                                    | Value              | df | Asymptotic<br>Significance (2-<br>sided) | Exact Sig. (2-<br>sided) | Exact Sig. (1-<br>sided) |
|------------------------------------|--------------------|----|------------------------------------------|--------------------------|--------------------------|
| Pearson Chi-Square                 | 5.400 <sup>a</sup> | 1  | .020                                     |                          |                          |
| Continuity Correction <sup>b</sup> | 4.134              | 1  | .042                                     |                          |                          |
| Likelihood Ratio                   | 5.448              | 1  | .020                                     |                          |                          |
| Fisher's Exact Test                |                    |    |                                          | .040                     | .021                     |
| N of Valid Cases                   | 54                 |    |                                          |                          |                          |

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.00.

b. Computed only for a 2x2 table

### Risk Estimate

|                                             | Value | 95% Confidence Interval |        |
|---------------------------------------------|-------|-------------------------|--------|
|                                             |       | Lower                   | Upper  |
| Odds Ratio for Keandalan<br>(Baik / Kurang) | 4.000 | 1.205                   | 13.283 |
| For cohort Kepuasan Pasien<br>= Puas        | 2.500 | 1.101                   | 5.676  |

|                                            |      |      |      |
|--------------------------------------------|------|------|------|
| For cohort Kepuasan Pasien<br>= Tidak Puas | .625 | .403 | .969 |
| N of Valid Cases                           | 54   |      |      |

### Jaminan \* Kepuasan Pasien Crosstabulation

|         |                          | Kepuasan Pasien          |            | Total  |
|---------|--------------------------|--------------------------|------------|--------|
|         |                          | Puas                     | Tidak Puas |        |
| Jaminan | Baik                     | Count                    | 11         | 31     |
|         |                          | % within Jaminan         | 26.2%      | 73.8%  |
|         |                          | % within Kepuasan Pasien | 61.1%      | 86.1%  |
|         |                          | % of Total               | 20.4%      | 57.4%  |
|         | Kurang                   | Count                    | 7          | 5      |
|         |                          | % within Jaminan         | 58.3%      | 41.7%  |
|         |                          | % within Kepuasan Pasien | 38.9%      | 13.9%  |
|         |                          | % of Total               | 13.0%      | 9.3%   |
| Total   | Count                    |                          | 18         | 36     |
|         | % within Jaminan         |                          | 33.3%      | 66.7%  |
|         | % within Kepuasan Pasien |                          | 100.0%     | 100.0% |
|         | % of Total               |                          | 33.3%      | 66.7%  |

### Chi-Square Tests

|                                    | Value              | df | Asymptotic<br>Significance (2-<br>sided) | Exact Sig. (2-<br>sided) | Exact Sig. (1-<br>sided) |
|------------------------------------|--------------------|----|------------------------------------------|--------------------------|--------------------------|
| Pearson Chi-Square                 | 4.339 <sup>a</sup> | 1  | .037                                     |                          |                          |
| Continuity Correction <sup>b</sup> | 3.013              | 1  | .083                                     |                          |                          |
| Likelihood Ratio                   | 4.140              | 1  | .042                                     |                          |                          |
| Fisher's Exact Test                |                    |    |                                          | .079                     | .044                     |
| N of Valid Cases                   | 54                 |    |                                          |                          |                          |

a. 1 cells (25,0%) have expected count less than 5. The minimum expected count is 4,00.

b. Computed only for a 2x2 table

### Risk Estimate

|                                           | Value | 95% Confidence Interval |       |
|-------------------------------------------|-------|-------------------------|-------|
|                                           |       | Lower                   | Upper |
| Odds Ratio for Jaminan<br>(Baik / Kurang) | .253  | .067                    | .966  |
| For cohort Kepuasan Pasien<br>= Puas      | .449  | .224                    | .902  |

|                                            |       |      |       |
|--------------------------------------------|-------|------|-------|
| For cohort Kepuasan Pasien<br>= Tidak Puas | 1.771 | .886 | 3.543 |
| N of Valid Cases                           | 54    |      |       |

### Empati \* Kepuasan Pasien Crosstabulation

|        |                          |                          | Kepuasan Pasien |            | Total  |
|--------|--------------------------|--------------------------|-----------------|------------|--------|
|        |                          |                          | Puas            | Tidak Puas |        |
| Empati | Baik                     | Count                    | 13              | 15         | 28     |
|        |                          | % within Empati          | 46.4%           | 53.6%      | 100.0% |
|        |                          | % within Kepuasan Pasien | 72.2%           | 41.7%      | 51.9%  |
|        |                          | % of Total               | 24.1%           | 27.8%      | 51.9%  |
|        | Kurang                   | Count                    | 5               | 21         | 26     |
|        |                          | % within Empati          | 19.2%           | 80.8%      | 100.0% |
|        |                          | % within Kepuasan Pasien | 27.8%           | 58.3%      | 48.1%  |
|        |                          | % of Total               | 9.3%            | 38.9%      | 48.1%  |
| Total  | Count                    |                          | 18              | 36         | 54     |
|        | % within Empati          |                          | 33.3%           | 66.7%      | 100.0% |
|        | % within Kepuasan Pasien |                          | 100.0%          | 100.0%     | 100.0% |
|        | % of Total               |                          | 33.3%           | 66.7%      | 100.0% |

### Chi-Square Tests

|                                    | Value              | df | Asymptotic<br>Significance (2-<br>sided) | Exact Sig. (2-<br>sided) | Exact Sig. (1-<br>sided) |
|------------------------------------|--------------------|----|------------------------------------------|--------------------------|--------------------------|
| Pearson Chi-Square                 | 4.488 <sup>a</sup> | 1  | .034                                     |                          |                          |
| Continuity Correction <sup>b</sup> | 3.347              | 1  | .067                                     |                          |                          |
| Likelihood Ratio                   | 4.614              | 1  | .032                                     |                          |                          |
| Fisher's Exact Test                |                    |    |                                          | .046                     | .033                     |
| N of Valid Cases                   | 54                 |    |                                          |                          |                          |

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8,67.

b. Computed only for a 2x2 table

### Risk Estimate

|                                          | Value | 95% Confidence Interval |        |
|------------------------------------------|-------|-------------------------|--------|
|                                          |       | Lower                   | Upper  |
| Odds Ratio for Empati (Baik /<br>Kurang) | 3.640 | 1.068                   | 12.402 |
| For cohort Kepuasan Pasien<br>= Puas     | 2.414 | .999                    | 5.835  |

|                                            |      |      |      |
|--------------------------------------------|------|------|------|
| For cohort Kepuasan Pasien<br>= Tidak Puas | .663 | .448 | .982 |
| N of Valid Cases                           | 54   |      |      |

**Lampiran 7**  
**Dokumentasi**







## Lampiran 6 MASTER TABEL

| No | Nama | Umur | Jenis Kelamin | Agama | Mata Pelajaran KIA (X) |   |   |   |   |   |   |    |         |   |                 |   |   |   |   |    |     |    |         |   |                |   |   |   |   |     |    |    |         |   |              |   |   |     |    |    |    |   |         |   |             |     |    |    |    |    |    |    |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Spesialisasi |  |  |
|----|------|------|---------------|-------|------------------------|---|---|---|---|---|---|----|---------|---|-----------------|---|---|---|---|----|-----|----|---------|---|----------------|---|---|---|---|-----|----|----|---------|---|--------------|---|---|-----|----|----|----|---|---------|---|-------------|-----|----|----|----|----|----|----|---------|-----|--------------|---|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--------------|--|--|
|    |      |      |               |       | Bukti Lencana (K1)     |   |   |   |   |   |   |    | Ketokor |   | Daya Tawar (K2) |   |   |   |   |    |     |    | Ketokor |   | Keandalan (K3) |   |   |   |   |     |    |    | Ketokor |   | Jaminan (K4) |   |   |     |    |    |    |   | Ketokor |   | Empati (K5) |     |    |    |    |    |    |    | Ketokor |     | Spesialisasi |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
|    |      |      |               |       | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8  | Jlh     | 1 | 2               | 3 | 4 | 5 | 6 | 7  | Jlh | 1  | 2       | 3 | 4              | 5 | 6 | 7 | 8 | Jlh | 1  | 2  | 3       | 4 | 5            | 6 | 7 | Jlh | 1  | 2  | 3  | 4 | 5       | 6 | 7           | Jlh | 1  | 2  | 3  | 4  | 5  | 6  | 7       | Jlh | 1            | 2 | 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 1  | Ny.J | 2    | 2             | 1     | 4                      | 5 | 3 | 5 | 5 | 3 | 5 | 35 | 2       | 3 | 4               | 3 | 3 | 3 | 5 | 24 | 2   | 5  | 4       | 1 | 2              | 2 | 4 | 3 | 4 | 25  | 2  | 5  | 3       | 2 | 3            | 4 | 5 | 25  | 1  | 5  | 5  | 5 | 2       | 2 | 4           | 2   | 25 | 2  | 5  | 2  | 7  | 2  |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 2  | Ny.H | 2    | 1             | 2     | 3                      | 4 | 2 | 5 | 3 | 5 | 3 | 4  | 29      | 1 | 1               | 4 | 3 | 5 | 2 | 3  | 3   | 21 | 2       | 4 | 3              | 4 | 2 | 4 | 4 | 4   | 29 | 2  | 4       | 2 | 4            | 2 | 5 | 4   | 26 | 2  | 5  | 1 | 5       | 5 | 4           | 3   | 4  | 27 | 1  | 2  | 3  | 5  | 2       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 3  | Ny.P | 2    | 1             | 2     | 5                      | 4 | 5 | 4 | 5 | 3 | 2 | 33 | 2       | 5 | 2               | 5 | 1 | 5 | 2 | 5  | 25  | 2  | 4       | 4 | 2              | 3 | 2 | 2 | 2 | 22  | 2  | 5  | 4       | 2 | 4            | 5 | 4 | 27  | 1  | 3  | 5  | 2 | 5       | 3 | 2           | 2   | 22 | 2  | 2  | 1  | 3  | 2  |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 4  | Ny.R | 2    | 1             | 1     | 4                      | 4 | 2 | 4 | 4 | 5 | 4 | 30 | 2       | 4 | 2               | 4 | 5 | 5 | 5 | 5  | 20  | 1  | 4       | 1 | 5              | 4 | 4 | 5 | 5 | 33  | 1  | 4  | 5       | 4 | 5            | 3 | 5 | 31  | 2  | 5  | 1  | 4 | 2       | 3 | 2           | 3   | 20 | 2  | 5  | 5  | 10 | 1  |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 5  | Ny.S | 2    | 2             | 1     | 4                      | 5 | 4 | 2 | 4 | 2 | 2 | 4  | 27      | 1 | 4               | 2 | 4 | 3 | 3 | 4  | 4   | 21 | 2       | 2 | 5              | 3 | 4 | 4 | 5 | 5   | 33 | 1  | 4       | 3 | 3            | 2 | 3 | 5   | 23 | 1  | 5  | 5 | 5       | 2 | 5           | 4   | 30 | 1  | 5  | 5  | 10 | 1  |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 6  | Ny.N | 2    | 1             | 2     | 4                      | 4 | 3 | 4 | 5 | 2 | 4 | 31 | 2       | 3 | 2               | 1 | 4 | 4 | 3 | 4  | 24  | 2  | 2       | 4 | 3              | 2 | 5 | 3 | 4 | 4   | 27 | 2  | 5       | 3 | 3            | 5 | 1 | 2   | 5  | 24 | 1  | 2 | 1       | 2 | 2           | 3   | 3  | 4  | 17 | 2  | 2  | 3  | 5       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 7  | Ny.Y | 2    | 1             | 1     | 3                      | 4 | 5 | 3 | 5 | 5 | 3 | 33 | 1       | 3 | 5               | 3 | 1 | 5 | 4 | 5  | 26  | 1  | 5       | 1 | 5              | 2 | 5 | 5 | 5 | 33  | 1  | 4  | 2       | 5 | 2            | 5 | 2 | 2   | 22 | 1  | 4  | 5 | 2       | 5 | 2           | 3   | 4  | 25 | 2  | 2  | 2  | 4  | 2       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 8  | Ny.E | 2    | 2             | 1     | 4                      | 5 | 5 | 2 | 4 | 3 | 3 | 28 | 1       | 1 | 2               | 2 | 2 | 3 | 4 | 5  | 19  | 2  | 2       | 5 | 3              | 3 | 1 | 3 | 4 | 25  | 2  | 2  | 3       | 5 | 2            | 1 | 3 | 1   | 17 | 2  | 5  | 1 | 4       | 4 | 3           | 4   | 25 | 2  | 2  | 1  | 3  | 2  |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 9  | Ny.F | 2    | 2             | 2     | 2                      | 4 | 2 | 4 | 5 | 4 | 5 | 4  | 30      | 1 | 4               | 2 | 5 | 4 | 5 | 5  | 30  | 1  | 5       | 1 | 5              | 2 | 5 | 5 | 5 | 33  | 1  | 3  | 4       | 3 | 5            | 4 | 3 | 3   | 25 | 1  | 3  | 5 | 2       | 5 | 1           | 3   | 2  | 21 | 2  | 5  | 5  | 10 | 1       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 10 | Ny.F | 2    | 1             | 1     | 3                      | 4 | 4 | 3 | 3 | 3 | 5 | 4  | 29      | 1 | 2               | 5 | 5 | 1 | 4 | 2  | 5   | 24 | 4       | 3 | 4              | 2 | 4 | 4 | 3 | 4   | 28 | 2  | 5       | 4 | 2            | 3 | 5 | 5   | 4  | 28 | 1  | 4 | 1       | 2 | 2           | 4   | 1  | 3  | 17 | 2  | 3  | 1  | 4       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 11 | Ny.R | 2    | 1             | 1     | 3                      | 3 | 2 | 1 | 3 | 2 | 4 | 22 | 1       | 3 | 5               | 5 | 5 | 3 | 4 | 4  | 29  | 1  | 4       | 3 | 3              | 2 | 4 | 4 | 3 | 1   | 24 | 2  | 4       | 2 | 4            | 1 | 5 | 5   | 4  | 25 | 1  | 2 | 4       | 3 | 5           | 3   | 4  | 24 | 2  | 2  | 3  | 5  | 2       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 12 | Ny.F | 1    | 2             | 2     | 4                      | 5 | 4 | 4 | 5 | 4 | 5 | 35 | 1       | 5 | 2               | 5 | 5 | 2 | 3 | 3  | 25  | 2  | 2       | 1 | 2              | 4 | 2 | 1 | 3 | 4   | 19 | 2  | 2       | 1 | 2            | 2 | 5 | 3   | 2  | 17 | 1  | 5 | 4       | 4 | 2           | 4   | 4  | 27 | 1  | 4  | 1  | 5  | 2       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 13 | Ny.L | 3    | 1             | 2     | 2                      | 4 | 4 | 4 | 3 | 3 | 5 | 4  | 29      | 2 | 3               | 5 | 5 | 5 | 4 | 3  | 30  | 1  | 5       | 1 | 5              | 2 | 5 | 5 | 5 | 33  | 1  | 4  | 3       | 2 | 4            | 5 | 2 | 25  | 2  | 5  | 1  | 5 | 4       | 5 | 5           | 30  | 1  | 5  | 5  | 10 | 1  |    |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 14 | Ny.M | 2    | 1             | 1     | 3                      | 2 | 2 | 5 | 5 | 5 | 2 | 3  | 27      | 1 | 5               | 2 | 5 | 5 | 2 | 3  | 25  | 2  | 4       | 4 | 5              | 5 | 5 | 5 | 4 | 3   | 35 | 1  | 2       | 4 | 5            | 3 | 1 | 5   | 5  | 25 | 1  | 4 | 4       | 2 | 2           | 1   | 3  | 1  | 17 | 2  | 3  | 1  | 4       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 15 | Ny.S | 2    | 1             | 2     | 4                      | 5 | 3 | 4 | 4 | 5 | 5 | 4  | 34      | 1 | 5               | 2 | 5 | 4 | 5 | 5  | 31  | 1  | 2       | 5 | 3              | 2 | 4 | 4 | 4 | 4   | 28 | 2  | 4       | 3 | 3            | 4 | 4 | 3   | 3  | 24 | 1  | 2 | 4       | 5 | 2           | 2   | 5  | 4  | 24 | 2  | 2  | 3  | 5       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 16 | Ny.S | 3    | 1             | 1     | 5                      | 4 | 3 | 3 | 4 | 4 | 3 | 29 | 1       | 2 | 2               | 4 | 4 | 5 | 2 | 5  | 24  | 2  | 4       | 2 | 4              | 1 | 2 | 3 | 2 | 1   | 19 | 2  | 5       | 5 | 2            | 4 | 5 | 4   | 30 | 2  | 5  | 1 | 5       | 4 | 5           | 5   | 24 | 1  | 5  | 5  | 10 | 1  |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 17 | Ny.J | 2    | 2             | 1     | 3                      | 4 | 2 | 5 | 5 | 2 | 3 | 4  | 28      | 1 | 4               | 4 | 3 | 3 | 3 | 4  | 3   | 24 | 2       | 5 | 1              | 5 | 2 | 5 | 5 | 5   | 33 | 1  | 3       | 4 | 1            | 5 | 1 | 5   | 5  | 24 | 1  | 2 | 1       | 3 | 5           | 2   | 3  | 2  | 18 | 2  | 2  | 1  | 3       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 18 | Ny.L | 2    | 1             | 2     | 3                      | 5 | 2 | 4 | 5 | 5 | 4 | 33 | 1       | 3 | 5               | 2 | 5 | 2 | 3 | 4  | 24  | 2  | 4       | 3 | 3              | 2 | 4 | 4 | 3 | 1   | 24 | 2  | 4       | 2 | 4            | 4 | 5 | 2   | 4  | 25 | 2  | 4 | 3       | 5 | 3           | 4   | 3  | 25 | 1  | 2  | 1  | 3  | 2       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 19 | Ny.L | 2    | 2             | 2     | 5                      | 2 | 3 | 5 | 2 | 2 | 4 | 27 | 1       | 3 | 4               | 2 | 4 | 5 | 2 | 5  | 25  | 2  | 5       | 1 | 5              | 5 | 4 | 5 | 4 | 4   | 33 | 1  | 5       | 3 | 5            | 4 | 4 | 5   | 5  | 32 | 1  | 2 | 1       | 3 | 2           | 2   | 1  | 2  | 13 | 2  | 1  | 2  | 1       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 20 | Ny.M | 2    | 2             | 2     | 2                      | 5 | 2 | 5 | 2 | 4 | 2 | 5  | 27      | 1 | 4               | 2 | 3 | 2 | 4 | 4  | 3   | 22 | 2       | 5 | 1              | 2 | 4 | 5 | 2 | 4   | 4  | 27 | 2       | 3 | 2            | 3 | 3 | 5   | 5  | 24 | 2  | 5 | 4       | 4 | 2           | 4   | 4  | 4  | 27 | 1  | 5  | 5  | 10      | 1   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 21 | Ny.N | 2    | 2             | 2     | 2                      | 4 | 4 | 5 | 4 | 3 | 4 | 30 | 1       | 4 | 2               | 2 | 5 | 2 | 5 | 5  | 25  | 2  | 5       | 1 | 5              | 2 | 5 | 5 | 5 | 33  | 1  | 1  | 2       | 5 | 5            | 5 | 2 | 1   | 21 | 1  | 2  | 5 | 2       | 3 | 3           | 3   | 23 | 2  | 5  | 5  | 10 | 1  |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 22 | Ny.L | 2    | 2             | 2     | 5                      | 2 | 4 | 2 | 5 | 2 | 3 | 4  | 27      | 2 | 3               | 5 | 2 | 4 | 3 | 2  | 5   | 24 | 2       | 5 | 1              | 5 | 5 | 5 | 4 | 4   | 5  | 34 | 1       | 5 | 4            | 3 | 4 | 1   | 5  | 3  | 25 | 1 | 2       | 4 | 3           | 5   | 3  | 2  | 5  | 24 | 1  | 2  | 4       | 6   | 2            |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 23 | Ny.S | 3    | 2             | 2     | 3                      | 5 | 4 | 5 | 4 | 5 | 4 | 34 | 2       | 2 | 3               | 5 | 1 | 4 | 4 | 4  | 23  | 2  | 4       | 4 | 4              | 2 | 4 | 4 | 3 | 4   | 29 | 2  | 5       | 3 | 5            | 1 | 1 | 3   | 5  | 23 | 1  | 3 | 5       | 2 | 4           | 2   | 3  | 4  | 23 | 1  | 2  | 1  | 3       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 24 | Ny.N | 2    | 1             | 1     | 4                      | 4 | 4 | 5 | 2 | 4 | 4 | 31 | 1       | 4 | 2               | 5 | 4 | 4 | 4 | 2  | 25  | 2  | 4       | 1 | 4              | 2 | 4 | 4 | 4 | 4   | 27 | 2  | 4       | 4 | 5            | 1 | 1 | 4   | 4  | 23 | 1  | 5 | 4       | 2 | 2           | 3   | 3  | 5  | 24 | 2  | 2  | 1  | 3       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 25 | Ny.J | 3    | 2             | 1     | 5                      | 4 | 4 | 4 | 5 | 5 | 3 | 4  | 34      | 1 | 4               | 2 | 4 | 2 | 5 | 2  | 2   | 21 | 2       | 4 | 4              | 4 | 4 | 4 | 4 | 3   | 31 | 1  | 5       | 4 | 2            | 5 | 4 | 5   | 5  | 30 | 2  | 5 | 1       | 2 | 4           | 5   | 2  | 5  | 24 | 1  | 3  | 1  | 4       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 26 | Ny.F | 2    | 1             | 1     | 5                      | 4 | 2 | 4 | 4 | 3 | 4 | 30 | 1       | 2 | 2               | 4 | 4 | 5 | 2 | 4  | 23  | 2  | 4       | 3 | 4              | 5 | 1 | 1 | 3 | 1   | 22 | 2  | 4       | 2 | 3            | 3 | 5 | 3   | 2  | 22 | 1  | 1 | 1       | 2 | 4           | 3   | 4  | 3  | 18 | 2  | 4  | 3  | 7       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 27 | Ny.C | 2    | 1             | 2     | 4                      | 4 | 4 | 5 | 4 | 4 | 5 | 33 | 2       | 4 | 4               | 3 | 1 | 4 | 3 | 4  | 23  | 2  | 4       | 4 | 4              | 3 | 3 | 3 | 3 | 3   | 27 | 2  | 5       | 5 | 5            | 1 | 4 | 5   | 30 | 1  | 5  | 1 | 4       | 2 | 4           | 4   | 4  | 24 | 1  | 4  | 1  | 5  | 2       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 28 | Ny.H | 2    | 2             | 1     | 4                      | 4 | 4 | 5 | 4 | 4 | 4 | 34 | 1       | 4 | 5               | 5 | 4 | 4 | 4 | 2  | 28  | 1  | 4       | 1 | 5              | 5 | 5 | 5 | 5 | 35  | 1  | 5  | 2       | 3 | 2            | 4 | 4 | 5   | 25 | 1  | 3  | 5 | 2       | 5 | 1           | 3   | 2  | 21 | 1  | 5  | 5  | 10 | 1       |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 29 | Ny.N | 2    | 2             | 1     | 5                      | 5 | 4 | 2 | 3 | 4 | 4 | 2  | 29      | 2 | 1               | 4 | 3 | 5 | 3 | 3  | 1   | 20 | 2       | 1 | 4              | 2 | 2 | 1 | 2 | 3   | 2  | 17 | 2       | 4 | 5            | 5 | 5 | 1   | 2  | 3  | 25 | 2 | 5       | 4 | 4           | 2   | 3  | 4  | 25 | 2  | 2  | 4  | 6       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 30 | Ny.N | 2    | 1             | 2     | 3                      | 2 | 4 | 5 | 4 | 4 | 5 | 4  | 31      | 1 | 4               | 5 | 5 | 2 | 5 | 5  | 3   | 1  | 5       | 5 | 5              | 3 | 5 | 4 | 4 | 3   | 34 | 1  | 5       | 5 | 5            | 5 | 1 | 5   | 5  | 31 | 1  | 3 | 4       | 3 | 2           | 2   | 2  | 3  | 19 | 1  | 2  | 3  | 5       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 31 | Ny.S | 2    | 1             | 2     | 4                      | 4 | 3 | 5 | 4 | 4 | 2 | 5  | 31      | 1 | 3               | 2 | 2 | 5 | 2 | 2  | 3   | 19 | 2       | 4 | 4              | 2 | 4 | 3 | 3 | 4   | 3  | 27 | 2       | 1 | 1            | 4 | 2 | 1   | 3  | 2  | 14 | 1 | 5       | 2 | 5           | 4   | 4  | 4  | 4  | 28 | 1  | 4  | 1       | 5   | 2            |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 32 | Ny.R | 1    | 2             | 2     | 4                      | 2 | 3 | 5 | 3 | 5 | 3 | 30 | 1       | 3 | 4               | 2 | 4 | 5 | 2 | 5  | 25  | 2  | 5       | 1 | 5              | 5 | 4 | 5 | 4 | 4   | 33 | 1  | 5       | 5 | 2            | 5 | 4 | 5   | 5  | 31 | 1  | 2 | 1       | 3 | 2           | 2   | 1  | 2  | 13 | 1  | 1  | 1  | 2       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 33 | Ny.H | 2    | 2             | 2     | 5                      | 5 | 4 | 4 | 3 | 5 | 4 | 33 | 1       | 5 | 2               | 5 | 2 | 5 | 2 | 3  | 24  | 2  | 4       | 4 | 4              | 3 | 2 | 3 | 3 | 2   | 25 | 2  | 5       | 5 | 5            | 3 | 1 | 4   | 3  | 26 | 1  | 5 | 4       | 5 | 2           | 5   | 4  | 5  | 30 | 1  | 3  | 1  | 4       | 2   |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 34 | Ny.G | 2    | 1             | 1     | 4                      | 5 | 4 | 2 | 4 | 5 | 4 | 3  | 31      | 1 | 1               | 2 | 4 | 4 | 1 | 4  | 20  | 2  | 4       | 3 | 2              | 2 | 4 | 4 | 2 | 4   | 4  | 27 | 2       | 5 | 5            | 2 | 5 | 4   | 5  | 5  | 31 | 1 | 5       | 4 | 3           | 2   | 2  | 2  | 4  | 22 | 2  | 2  | 3       | 5   | 2            |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 35 | Ny.S | 3    | 1             | 2     | 4                      | 5 | 4 | 4 | 5 | 5 | 4 | 3  | 34      | 1 | 1               | 2 | 4 | 4 | 1 | 4  | 4   | 20 | 2       | 4 | 4              | 4 | 4 | 4 | 5 | 4   | 4  | 33 | 1       | 5 | 5            | 2 | 5 | 4   | 5  | 5  | 31 | 1 | 5       | 4 | 3           | 2   | 2  | 2  | 4  | 22 | 1  | 2  | 1       | 3   | 2            |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |
| 36 | Ny.N | 2    | 1             |       |                        |   |   |   |   |   |   |    |         |   |                 |   |   |   |   |    |     |    |         |   |                |   |   |   |   |     |    |    |         |   |              |   |   |     |    |    |    |   |         |   |             |     |    |    |    |    |    |    |         |     |              |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |              |  |  |



**SEKOLAH TINGGI ILMU KESEHATAN (STIKes) MITRA HUSADA MEDAN**  
**PROGRAM STUDI KEBIDANAN PROGRAM SARJANA**

**LEMBAR KEGIATAN BIMBINGAN SKRIPSI**

| No. Dokumen            | Halaman | Tgl Berlaku     | Revisi |
|------------------------|---------|-----------------|--------|
| FM-PM-LIV.Pd2-05/22-06 | 1-1     | 18 Agustus 2023 | 02     |

Nama : Riska Oktavia Sihotang  
NPM : 2219201653  
Dosen Pembimbing : Yesica Geovany Sianipar, S.Tr.Keb., MKM  
Judul : Hubungan Mutu Pelayanan KIA dengan Kepuasan Ibu Bersalin Secara Normal di Puskesmas Pelabuhan Sambas Kecamatan Sambas Kota Sibolga Provinsi Sumatera Utara Tahun 2023

| No. | TGL        | Topik Bimbingan | Keterangan                                 | Tanda Tangan Pembimbing |
|-----|------------|-----------------|--------------------------------------------|-------------------------|
| 1.  | 09-01-2023 | Pengajuan judul | ACC Judul                                  |                         |
| 2.  | 11-01-2023 | BAB I           | Judul penelitian dan jurnal pendukung      |                         |
| 3.  | 15-01-2023 | BAB I           | ACC BAB I, lanjut ke BAB II                |                         |
| 4.  | 18-01-2023 | BAB II          | Penambahan daftar ustaka                   |                         |
| 5.  | 25-01-2023 | BAB II          | ACC BAB II, lanjut ke BAB III              |                         |
| 6.  | 03-02-2023 | BAB III         | Kerangka penelitian dan pengambilan sampel |                         |
| 7.  | 05-02-2023 | BAB III         | Defenisi operasional                       |                         |
| 8.  | 10-02-2023 | BAB III         | ACC BAB III, Maju untuk ujian proposal     |                         |
| 9.  | 15-03-2023 | BAB IV          | Analisa distribusi frekuensi               |                         |
| 10. | 17-03-2023 | BAB IV          | ACC BAB IV, lanjut ke BAB V                |                         |
| 11. | 20-04-2023 | BAB V           | Analisa hasil peneltian                    |                         |
| 12. | 10-04-2023 | BAB V           | Kaitkan dengan penelitian dan pustaka      |                         |
| 13. | 15-04-2023 | BAB V           | ACC BAB V                                  |                         |
| 14. | 24-04-2023 | BAB VI          | ACC BAB IV dan ujian skripsi               |                         |

Diketahui  
Prodi Kebidanan Program Sarjana  
Kaprodi  
  
Febriann Sari, SST, M.Keb

Pembimbing I,

Yesica Geovany Sianipar, S.Tr.Keb., MKM



|                                                                                                                                                                                                      |         |                 |        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------|--------|
|  <b>SEKOLAH TINGGI ILMU KESEHATAN (STIKes) MITRA HUSADA MEDAN</b><br><b>PROGRAM STUDI KEBIDANAN PROGRAM SARJANA</b> |         |                 |        |
| <b>LEMBAR KEGIATAN BIMBINGAN SKRIPSI</b>                                                                                                                                                             |         |                 |        |
| No. Dokumen                                                                                                                                                                                          | Halaman | Tgl Berlaku     | Revisi |
| FM-PM-LIV.Pd2-05/22-06                                                                                                                                                                               | 1-1     | 18 Agustus 2023 | 02     |

**Nama** : Riska Oktavia Sihotang  
**NPM** : 2219201653  
**Dosen Pembimbing** : Dewi Sartika Hutabarat, S.Tr.Keb., Bd., MKM  
**Judul** : Hubungan Mutu Pelayanan KIA dengan Kepuasan Ibu Bersalin Secara Normal di Puskesmas Pelabuhan Sambas Kecamatan Sambas Kota Sibolga Provinsi Sumatera Utara Tahun 2023

| No. | TGL        | Topik Bimbingan       | Keterangan                                             | Tanda Tangan Pembimbing                                                               |
|-----|------------|-----------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1.  | 09-01-2023 | Pengajuan Judul       | Melengkapi latar belakang dan perbaikan judul          |    |
| 2.  | 11-01-2023 | BAB I Latar Belakang  | Perbaikan penyusunan latar belakang                    |    |
| 3.  | 15-01-2023 | BAB I Rumusan masalah | Penyusunan dan perbaikan rumusan dan tujuan penelitian |   |
| 4.  | 18-01-2023 | BAB 2                 | Sistematika dalam penulisan tinjauan pustaka           |  |
| 5.  | 25-01-2023 | BAB 2                 | Penambahan teori tinjauan Pustaka                      |  |
| 6.  | 03-02-2023 | Bab 2                 | Perbaikan kerangka teori                               |  |
| 7.  | 05-02-2023 | Bab 3                 | Perbaikan metodologi penelitian                        |  |
| 8.  | 10-02-2023 | Bab 3                 | Perbaikan definisi operasional                         |  |
| 9.  | 15-03-2023 | Proposal              | Perbaikan pengumpulan data                             |  |
| 10. | 17-03-2023 | Ujian Proposal        | Revisi bab 2, dan 3                                    |  |
| 11. | 20-04-2023 | Bab 4                 | Pengolahan data                                        |  |
| 12. | 10-04-2023 | Bab 4                 | Pengolahan data                                        |  |
| 13. | 15-04-2023 | Bab 4                 | Perbaikan dan pembahasan                               |  |
| 14. | 27-05-2023 | Bab 5                 | Sistematika dan perbaikan kesimpulan dan saran         |  |

Diketahui  
 Ketua Program Sarjana  
 K. Prodi  
  
**Feoriana Sari, SST., M.Keb**

Pembimbing II,



**Dewi Sartika Hutabarat, S.Tr.Keb., Bd., MKM**