



The Relationship Between Effective Communication of Midwives and the Level of Satisfaction of Ante Natal Care Services for Pregnant Women at the Nurhayani Midwife Practice, Kec. People's Village District. South Labuhan Batu, North Sumatra in 2023

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ABSTRACT

One of the goals of the SDGs is a healthy and prosperous life with the achievement of improving health services towards universal health coverage, especially strengthening basic health services (Primary Health Care) (Ministry of National Development Planning/Bappenas, 2020). Antenatal care is a way to detect early high-risk pregnancy and childbirth and can reduce maternal mortality and monitor the condition of the fetus (Hardiani, 2018). This type of research is quantitative with a cross-sectional approach. The research was conducted in the Nurhayani Midwife Practice Area, Kec. People's Village District. South Labuhan Batu, North Sumatra in 2023. The research population was 30 people from Balimbingan Hospital, Simalungun Regency in 2023. The sampling technique used was the simple total sampling technique. The data analysis used is univariate analysis and bivariate analysis, the analysis used is the Chi Square (X²) statistical test with $\alpha = 0.05$. The final results of this research are different from research conducted by Anisa (2019) regarding "Communication Relationships between Midwives and "Satisfaction Level of Pregnant Women in Receiving ANC Services at the Sei Jingah Community Health Center, North Banjarmasin". From the research results, the majority of midwives' communication with pregnant women was very good, amounting to 28 people (93.4%), 21 people (70.00%) said they were very satisfied and the results of statistical analysis using the Spearman rank test showed no significant relationship between midwife communication and The level of satisfaction of pregnant women in receiving ANC services at the Sei Jingah Community Health Center, Banjarmasin in 2015 was $p = 0.358$. There is a relationship between midwife communication and the level of satisfaction with ANC services in getting services at the Nurhayani Midwife Practice. The results of research using the Chi-Square test obtained a value of $p = 0.00 < 0.05$ which means there is a relationship between midwife communication and the quality of antenatal care services and satisfaction of pregnant women.

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INTRODUCTION

World Health Organization (WHO) data regarding national health status in achieving Sustainable Development Goals (SDGs) targets states that globally around 830 women die every day due to complications during pregnancy and childbirth, with an MMR rate of 216 per 100,000 live births (WHO, 2019) As many as 99 percent of maternal deaths due to pregnancy, labor or birth problems occur in developing countries. The MMR ratio is still considered quite high as it is targeted to be 70 per 100,000 live births by 2030 (WHO, 2019). WHO estimates that more than 585,000 mothers die each year during pregnancy or childbirth. In South Asia, women are 1:18 more likely to die from pregnancy or childbirth during their lifetime. More than 50% of deaths in developing countries can actually be prevented with existing technology and relatively low costs (Saifudin 2018).

Antenatal care is an early prevention effort for pregnancy risk factors. Antenatal care is health care provided by health workers for mothers during their pregnancy, carried out in accordance with the standards for antenatal care stipulated in the midwifery service standards. Antenatal care according to standards includes anamnesis, physical examination (general and obstetrics), laboratory examination

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for indications, as well as basic and special interventions according to (Ministry of Health of the Republic of Indonesia, 2018). Antenatal care is a way to detect early high risk of pregnancy and childbirth and can reduce maternal mortality and monitor the condition of the fetus (Hardiani, 2018).

According to Saifuddin (2018), good communication between midwives and pregnant women greatly influences the mother's satisfaction in receiving health services from midwives, Sintas, so that a sense of mutual trust is built between midwives and pregnant women. This sense of mutual trust will impact changes in attitudes for both service providers and service recipients. The coverage of babies at the provincial level who receive exclusive breastfeeding in Indonesia is 68.74%. The Ministry of Health (Kemenkes) noted that the percentage of exclusive breastfeeding for babies aged 0-6 months was 71.58% in 2021. This figure shows an improvement from the previous year which was 69.62%. North Sumatra was 55.98% and 57.83%. 68.9% achieved exclusive breastfeeding in Langkat district. (Indonesian Health Profile, 2018).

Components of the communication process include the sender of the message (sender), recipient of the message (receiver), message (message), as well as message variables (message variables) which include verbal and non-verbal, sound (noise), communication skills (communication skills), placement (setting), feedback media, and environment (Fanani, 2013). Effective communication is the exchange of information, ideas, beliefs, feelings and attitudes between two people or groups whose results are in line with expectations, and includes five principles of effective communication, namely respect for others, empathy, understandability, clarity, humility which are able to produce changes in attitudes. (attitude change) in people involved in communication (Fanani, 2013).

According to Potter and Perry (1994), there are several factors that influence the content of the message and the attitude in delivering the message so that communication becomes complex. Rahmat (2001) mentions four forms of communication consisting of intrapersonal communication, interpersonal communication, group communication and mass communication. In short, intrapersonal communication is communication with oneself when receiving stimuli from the environment. Meanwhile, interpersonal communication is the process of exchanging meaning between people who communicate with each other. Group communication is interaction between three or more individuals to obtain certain aims and objectives. Lastly, mass communication means communication carried out by a medium producing and disseminating messages to the wider public.

Pregnancy checks are carried out repeatedly with the following conditions: The ideal first check is as early as possible when your period is one month late, Re-check once before reaching 7 months of pregnancy, Re-check twice a month until 9 months of pregnancy, Re-check every week After 9 months of pregnancy, check specifically if there are complaints. Midwives must be able to recognize changes that may occur, so that existing abnormalities can be recognized early. Mothers are informed about their pregnancy, planning where to give birth, as well as baby care and breastfeeding (Mansjoer, 2000).

According to Mansjoer (2000), the objectives of ANC are: 1. Monitoring the progress of the pregnancy to ensure the mother's health and the baby's growth and development. 2. Improve and maintain the physical, mental and social health of mothers and babies. 3. Recognize early any abnormalities or complications that may occur during pregnancy, including a history of general illness, obstetrics and surgery. 4. Prepare for a full-term birth, give birth safely to the mother and baby with as little trauma as possible. 5. Prepare the mother so that the postpartum period runs normally and provides exclusive breastfeeding. 6. Prepare the role of the mother and family in accepting the birth of the baby so that it can grow and develop normally. The aim of this research was to analyze the Nurhayani Midwife Practice Area, Kec. People's Village District. South Labuhan Batu, North Sumatra in 2023.

METHOD

This research is included in the type of quantitative analytical research with the design approach used being "cross sectional", namely that each subject is observed simultaneously at the same time, meaning that the subject is only observed once and measured according to his condition at the time of

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observation (Notoatmodjo, 2015). The research was carried out in the Nurhayani Midwife Practice Area, Kec. People's Village District. South Labuhan Batu, North Sumatra in 2023.

The population in this study was 30 people from Balimbingan Hospital, Simalungun Regency in 2023. The sampling technique used was a simple total sampling technique because this data collection technique was used to explore various aspects related to quantitative research results. Data Analysis Techniques Monitoring and Evaluation Results After all the data has been collected, the next step is to analyze the data so that a conclusion can be drawn from the data. The data analysis technique used is the Chi Square statistical test (X^2) with $p = 0.00 < 0.05$.

RESULTS AND DISCUSSION

In this research, we want to see the influence of the relationship between midwives' effective communication and the level of satisfaction with ante-natal care services for pregnant women at the midwife practice of Nurhayani Kec. District people's village. Labuhan Batu Selatan, North Sumatra in 2023.

Table 1. The relationship between effective communication between midwives and satisfaction with ANC services with the satisfaction of pregnant women at the Nurhayani midwife practice in 2023

Komunikasi_Bidan * Kepuasan_Ibu_Hamil Crosstabulation

			Kepuasan_Ibu_Hamil		Total	nilai <i>p</i> -value
			Tidak puas (<55)	puas ($56-100$)		
Komunikasi_Bidan	Kurang (<20)	Count	5	7	12	0,001
		% within Komunikasi_Bidan	41.7%	58.3%	100.0%	
	Baik ($21-40$)	Count	21	2	23	
		% within Komunikasi_Bidan	91.3%	8.7%	100.0%	

The age distribution of the respondents, the majority of respondents in the 20-35 year age group were 35 people (100), the majority of respondents had a high school education of 21 people (60%), the majority of respondents in the number of household workers were 28 people (80.0%). There were 22 respondents who stated that midwife communication was good (62.9%) and 24 people (68.6%) stated that they were satisfied with ANC services. The results of statistical analysis using the Chi-Square test obtained a p value = $0.00 < 0.05$, which means there is a relationship between midwife communication and the quality of antenatal care services and satisfaction of pregnant women.

The relationship between midwife communication and pregnant women's satisfaction. One of the most important requirements in health services is quality service. A service is said to be quality if it provides satisfaction to the patient. Patient satisfaction in receiving health services includes several dimensions, one of which is smooth communication between health workers (including midwives) and patients. This means that health services are not only medical treatment but also focus on communication because communication is very important and useful for patients. Good communication between midwives and pregnant women greatly influences pregnant women's satisfaction in receiving services from midwives. So that mutual trust can be achieved between the midwife and the patient.

According to research findings by Luminda (2020) regarding Midwife Communication and the Quality of Antenatal Care Services for the Satisfaction of Pregnant Women in Palopo City, it shows that from the results of statistical analysis using Fisher's exact test, the p value = $0.023 < 0.05$, for the midwife communication variable, and for The variable quality of antenatal care (ANC) services obtained a p value = $0.011 < 0.05$, which means there is a relationship between midwife communication and the quality of antenatal care services and satisfaction of pregnant women.

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The final results of this research are different from research conducted by Anisa (2019) on "The Relationship between Midwife Communication and the Level of Satisfaction of Pregnant Women in Receiving ANC Services at the Sei Jingah Community Health Center, North Banjarmasin". From the research results, the majority of midwives' communication with pregnant women was very good, amounting to 28 people (93.4%), 21 people (70.00%) said they were very satisfied and the results of statistical analysis using the Spearman rank test showed no significant relationship between midwife communication and The satisfaction level of pregnant women in receiving ANC services at the Sei Jingah Community Health Center, Banjarmasin in 2015 was $p = 0.358$.

Pregnant women who are satisfied with the ANC services provided by midwives, assess that the midwife's communication when providing ANC services is clear and the performance of the health services they receive is the same or exceeds their expectations, and conversely, patient dissatisfaction or feelings of disappointment will arise if the performance of the health services obtained is not according to his expectations.

CONCLUSION

Midwife communication at the NURHAYANI Midwife Practice can be concluded from the research results, the majority stated that midwife communication was poor, namely 13 (37.1%), while good, namely 22 (62.9%). The satisfaction of pregnant women with Midwife Nurhayani's practice can be concluded from the research results that the majority of pregnant women who stated they were dissatisfied were 11 (31.4%) and 24 (68.6%) satisfied. There is a relationship between midwife communication and the level of ANC service satisfaction in obtaining services at the Nurhayani Midwife Practice. The results of research using the Chi-Square test obtained a p value = $0.00 < 0.05$, which means there is a relationship between midwife communication and the quality of antenatal care services and pregnant women's satisfaction.

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