The Relationship Between Pregnant Women's Satisfaction With Antenatal Care And The Regularity Of Antenatal Check-Ups At The Tamalanrea Health Center In Makassar.

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ARTICLE INFO	ABSTRACT
Keywords: *Satisfaction,* *Service,* *Antenatal Checkup* *Regularity..*	Pregnant women's satisfaction with ANC services is one of the factors that influence pregnant women to make repeat visits to check their pregnancy. Antenatal care is the most important component of health services to reduce maternal and infant mortality. The success of antenatal care efforts depends on health workers and the participation of pregnant women themselves. The purpose of this study was to identify pregnant women's satisfaction with ANC services and the relationship between pregnant women's satisfaction and the regularity of antenatal check-ups. The research design used was "descriptive" research with a Cross Sectional Study design conducted on all pregnant women at the Tamalanrea Makassar Health Center from June 20 to July 20, 2022 with a total sample of 67 people. Sampling technique by means of purposive sampling and referring to the questionnaire. Data processing and data analysis with the SPSS program. The results showed that pregnant women's satisfaction with antenatal care in the Satisfied category and regularity in the regular category. Analysis of the relationship between satisfaction with antenatal care and regularity of antenatal checks with the chi square test showed a significant relationship with $X^2hit > X^2\alpha.db$. From the results it is recommended to pregnant women to continue to carry out antenatal care at available health facilities and for health workers to continue to provide quality information and midwifery services.
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1.   INTRODUCTION

Pregnant women's knowledge about antenatal care is very important because it will help reduce maternal and infant mortality. According to the WHO definition, maternal mortality is the number of maternal deaths calculated against 1000 or 10,000 live births, now in some countries even against 100,000 live births. The progress that has been made in the last half century or so has been noted by many authors. In the UK the mortality rate fell from 44.2 per 10,000 births in 1928 to 2.5 per 10,000 in 1970. This development is also seen in all developed countries, generally the current maternal mortality rate in these countries ranges between 1.5 and 3.0 per 10,000 live births [1].

The target of health development in Indonesia is the implementation of health services that are of increasingly high quality and equitable. In an effort to achieve this goal, it is determined to improve the quality of service as part of the objectives of the health development program. Current health services are not only focused on treating diseases, but also providing services for prevention efforts and improving health. Currently, more and more health facilities offer preventive and promotive health services such as check-ups. The development of the industrial sector, including health services, is inseparable from the demand to continue to pay attention to the quality of service [2].

Indonesia is one of the countries that still cannot escape the entanglement of the high Maternal Mortality Rate (MMR). Even the number of Indonesian women who died during childbirth reached the highest record in Asia. In 2011-2015 the MMR was 307 per 100,000 live births obtained from the results of the Indonesian Demographic and Health Survey (SDKI), then to 248 per 100,000 live births [3], this shows that the MMR tends to continue to decline but when compared to the target to be

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achieved nationally in 2015 which is 125 per 100,000 live births, then if the decline is still like previous years it is estimated that the target is difficult to achieve [4].Eclampsia in Indonesia is the highest cause of maternal and perinatal mortality next to bleeding. This is because in addition to the unclear etiology of eclampsia, care in labor is still handled by non-medical personnel and the referral system is not perfect [5].

The maternal mortality rate in South Sulawesi Province in 2018 was 133 people or 101.56 per 100,000 live births. In 2019 there were 143 people or 92.89 per 100,000 live births. While in 2020 it was 116 per 100,000 live births caused by complications of pregnancy and childbirth, such as bleeding 72 people, infection 4 people, eclampsia 19 people and others 20 people. This is because early detection of pregnancy and its accompanying complications is not carried out as early as possible. It can be seen from the data from the South Sulawesi Provincial Health Office in 2021 that 10,141 (5.58%) mothers did not undergo antenatal care in the first trimester with a target of 181,427 pregnant women, not all of whom carried out repeat examinations at antenatal care [6].

Data obtained from the Tamalanrea Makassar Health Center, the number of pregnant women visiting the KIA clinic of the Tamalanrea Makassar Health Center in 2022 was 1369 people and not all made repeat visits for antenatal checks, this can be detrimental to the condition of the mother's pregnancy so that it can cause pregnancy conditions that are not well coordinated which can lead to increased maternal and infant mortality (PWS KIA Puskesmas Tamalanrea Makassar).

The high rate of maternal and infant mortality is partly due to irregular antenatal care. Antenatal regularity can be shown through the frequency of visits, it turns out that this is a problem because not all pregnant women check their pregnancy regularly, especially normal pregnant women so that abnormalities that arise in pregnancy cannot be detected as early as possible. There are several factors that cause pregnant women to be less motivated in conducting antenatal care regularly and on time, including the level of satisfaction of pregnant women with ANC services, busy mothers, lack of convenience for maternal services, poor medical care, lack of trained personnel and life-saving drugs [1].

Antenatal care (ANC) aims to prevent obstetric complications and ensure that complications are detected early and treated adequately. Antenatal care is an important element in improving public health and reducing maternal and infant mortality. Pregnant women who check their pregnancy early and regularly during pregnancy will have a major effect on the mother and the baby to be born.

According to Jacobalis S (2016) in his discussion of the relationship between Quality assurance and patient satisfaction that patient satisfaction is a subjective value of the quality of service provided, with patient satisfaction information, for management it will provide an overview of how quality the services provided to patients, besides that from the marketing side satisfied patients can be a powerful marketing tool with their mouth to mouth, and finally management can prioritize service improvement according to patient needs [7].

In daily experience, patient dissatisfaction is most often expressed in relation to the attitude and behavior of health workers, especially midwives, including delays in service, officers who are less communicative and informative, the length of the service process, as well as the order and cleanliness of the environment, Attitude, behavior, speech, indifference, friendliness of officers and ease of obtaining information and communication are ranked highest in perceptions of patient satisfaction. It is not uncommon for patients or their families to feel that the outcome (expected examination results) is not in accordance with their expectations, feeling quite satisfied because they are served with an attitude that respects their feelings and dignity.

Based on the background above, the authors are interested in examining the relationship between pregnant women's satisfaction with antenatal care and the regularity of antenatal check-ups at Tamalanrea Makassar Health Center in 2022.

2. METHOD

The research used is a type of analytic survey research that intends to determine whether there is a relationship between pregnant women's satisfaction with ANC services and the regularity of antenatal checks. This study uses a cross sectional study approach where data from each independent and dependent variable are collected simultaneously. This research was conducted at the Tamalanrea

Makassar Health Center on June 25 to July 20, 2022. The population in this study were all third trimester pregnant women totaling 120 pregnant women, with a sample size of 67 pregnant women. The sampling method is purposive sampling. There are two types of data in this study, namely primary data, which is data obtained from filling out questionnaires (questionnaires) by respondents (samples), and secondary data obtained through documentation of Maternal Cards and MCH Books of Pregnant Women. Data were analyzed using computer equipment, data analysis techniques in the form of univariate analysis which made the frequency distribution of each variable, bivariate analysis was carried out to determine the relationship between the independent variable and the dependent variable. The statistical test used in this study was the chi- square test.

3. RESULTS AND DISCUSSION
Univariate Analysis
Table 1. Distribution of Respondents Based on Age at Tamalanrea Makassar Health Center in 2022

Age	Total	%
< 20 Years	8	12,0
20-35 Years	52	77,6
>35 Years	7	10,4
Total	67	100

Based on Table 1 above, it can be seen that of the 67 respondents, most were aged 20-35 years as many as 52 respondents with a percentage of 77.6%, while the lowest was aged> 35 years as many as 7 respondents with a percentage of 10.4%.

Table 2. Distribution of Respondents based on Education at Tamalanrea Makassar Health Center in 2022

Education	Total	%
Elementary school	7	10,4
Junior high school	20	29,9
Senior high school	35	52,2
Academy/university	5	7,5
Total	67	100

Based on Table 2 above, it can be seen that of the 67 respondents, most of them were high school as many as 35 respondents with a percentage of 52.2%, while the lowest had an Academy / College education as many as 5 respondents with a percentage of 7.5%.

Table 3. Distribution of Respondents Based on Occupation at Tamalanrea Makassar Health Center Year 2022

Job	Total	%
Housewife	47	70,1
Self-employed	15	22,4
Civil servants	5	7,5
Total	67	100

Based on Table 3 above, it can be seen that out of 67 respondents, most of the respondents worked as housewives, namely 47 respondents with a percentage of 70.1%, while the lowest worked as civil servants as many as 5 respondents with a percentage of 7.5%.

Table 4. Distribution of Respondent Satisfaction Based on the Dimension of Responsiveness at Tamalanrea Health Center Makassar Year 2022

Responsiveness	Total	%
Satisfied	46	68,7

Not Satisfied	21	31,3
Total	67	100

Based on Table 4 above, it can be seen that out of 67 respondents, most of them stated that they were satisfied, namely 46 respondents with a percentage of 68.7%, while 21 respondents with a percentage of 31.3% were dissatisfied.

Table 5. Distribution of Respondent Satisfaction Based on the Dimension of Reliability at Tamalanrea Makassar Health Center Year 2022

Reliability	Total	%
Satisfied	50	74,6
Not Satisfied	17	25,4
Total	67	100

Based on table 5 above, it can be seen that out of 67 respondents, most of them expressed satisfaction, namely 50 respondents with a percentage of 74.6%, while the lowest was less satisfied with ANC services as many as 17 respondents with a percentage of 25.4%.

Table 6. Distribution of Respondent Satisfaction Based on the Dimension of Empathy (Emphaty) at Tamalanrea Makassar Health Center Year 2022

Empathy	Total	%
Satisfied	45	67,2
Not Satisfied	22	32,8
Total	67	100

Based on table 6 above, it can be seen that out of 67 respondents, most of them expressed satisfaction with ANC services, namely 45 respondents with a percentage of 67.2%, while the lowest was dissatisfied as many as 22 respondents with a percentage of 32.82%.

Table 7. Distribution of Respondent Satisfaction Based on Assurance Dimensions (Assurance) at Tamalanrea Makassar Health Center Year 2022

Assurance	Total	%
Satisfied	44	65,7
Not Satisfied	23	34,3
Total	67	100

Based on Table 7 above, it can be seen that of the 67 respondents, most stated that they were satisfied as many as 44 respondents with a percentage of 65.7% and were dissatisfied as many as 23 respondents with a percentage of 34.3%.

Table 8. Distribution of Respondent Satisfaction Based on the Dimensions of Direct Evidence (Tangible) at Puskesmas Tamalanrea Makassar Year 2022

Tangible	Total	%
Satisfied	34	50,7
Not Satisfied	33	49,3
Total	67	100

Based on table 8 above, it shows that of the 67 respondents, most stated that they were satisfied, namely 34 respondents with a percentage of 50.7%, while those who were not satisfied were 33 respondents with a percentage of 49.3%.

Table 9. Distribution of Respondents Based on Antenatal Checkup Regularity at Tamalanrea Makassar Health Center in 2022

Regularity	Total	%
Regular	49	73,1
Irregular	18	26,9
Total	67	100

Based on Table 9 above, it can be seen that out of 67 respondents, most of the pregnant women checked their pregnancy regularly, namely 49 respondents with a percentage of 73.1% while the lowest was irregularly as many as 18 respondents with a percentage of 26.9%.

Bivariate Analysis

Table 10. Relationship between Pregnant Women's Satisfaction of the Responsiveness Dimension of ANC Services with Antenatal Checkup Regularity At Tamalanrea Makassar Health Center in 2022

Responsiveness	Regularity		X^2hit
	Regular	Irregular	
Satisfied	41	5	
Not Satisfied	8	13	16,604
Total	49	18	

Based on table 10 above, the satisfaction of pregnant women with ANC services from the dimension of Responsiveness (Responsiveness) with the regularity of antenatal checks shows that almost all respondents are Satisfied with regular checks as many as 41 respondents and Satisfied with irregular checks as many as 5 respondents, while not satisfied with regular checks as many as 8 respondents and Dissatisfied with irregular checks as many as 13 respondents. After the Chi-square X^2 statistical test, the value of X^2 hit = 16.604 was obtained, thus X^2 hit> $X^2\alpha$ db ($X^2$0.05 (1)=3.84). So that Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the dimension of responsiveness to ANC services with the regularity of antenatal checks at the Tamalanrea Makassar Health Center in 2022.

Table 11. The relationship between the satisfaction of pregnant women from the Reliability dimension of ANC services with the regularity of antenatal checks at the Tamalanrea Makassar Health Center in 2022

Reliability	Regularity		X^2hit
	Regular	Irregular	
Satisfied	45	5	
Not Satisfied	4	13	25,264
Total	49	18	

Based on table 11 above, the satisfaction of pregnant women with ANC services from the Reliability dimension with regularity of antenatal checks shows that almost all respondents are Satisfied with regular checks as many as 45 respondents and Satisfied with irregular checks as many as 5 respondents while not satisfied with regular checks as many as 4 respondents and Dissatisfied with irregular checks as many as 13 respondents. After conducting the Chi-square X^2 statistical test, the value of X^2 hit = 25.264 was obtained, thus X^2 hit> $X^2\alpha$ db ($X^2$0.05 (1)=3.84). So that Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the reliability dimension of ANC services with the regularity of antenatal checks at the Tamalanrea Makassar Health Center in 2022.

Table 12. Relationship between Pregnant Women's Satisfaction of the Empathy Dimension of ANC Services with Antenatal Checkup Regularity At Tamalanrea Makassar Health Center in 2022

Empathy	Regularity		X^2hit
	Regular	Irregular	

Satisfied	43	2	
Not Satisfied	6	16	35,893
Total	49	18	

Based on table 12 above, the satisfaction of pregnant women with ANC services from the empathy dimension (Empaty) with the regularity of antenatal checks shows that almost all respondents are satisfied with regular checks as many as 43 respondents and satisfied with irregular checks as many as 2 respondents while dissatisfied with regular checks as many as 6 respondents and dissatisfied with irregular checks as many as 16 respondents. After the Chi-square X^2 statistical test, the value of X^2 hit = 25.264 was obtained, thus X^2 hit> $X^2\alpha$ db ($X^2$0.05 (1)=3.84). So that Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the empathy dimension of ANC services with the regularity of antenatal checks at the Tamalanre2 Makassar Health Center, 2022.

Table 13. Relationship between Pregnant Women's Satisfaction of the Guarantee Dimension of ANC Services with Antenatal Checkup Regularity At Tamalanrea Makassar Health Center in 2022

Guarantee	Regularity		X^2hit
	Regular	Irregular	
Satisfied	43	1	
Not Satisfied	6	17	35,893
Total	49	18	

Based on table 13 above, the satisfaction of pregnant women with ANC services from the Assurance dimension with the regularity of antenatal checks shows that almost all respondents are Satisfied with regular checks as many as 43 respondents and Satisfied with irregular checks as many as 1 respondent while dissatisfied with regular checks as many as 6 respondents and Dissatisfied with irregular checks as many as 17 respondents.

After conducting the Chi-square X^2 statistical test, the value of X^2 hit = 35.893 and $X^2\alpha$.db = 3.84. thus X^2 hit> $X^2\alpha$ db ($X^2$0.05 (1)=3.84). So that Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the dimension of assurance (Assurance) towards ANC services with the regularity of antenatal check-ups at the Tamalanrea Makassar Health Center, 2022.

Table 14. The Relationship between Pregnant Women's Satisfaction of the Dimensions of Direct Evidence of Ancillary Services with Antenatal Checkup Regularity At Tamalanrea Makassar Health Center in 2022

Tangible	Regularity		X^2hit
	Regular	Irregular	
Satisfied	29	5	
Not Satisfied	20	13	4,014
Total	49	18	

Based on table 14 above, namely the satisfaction of pregnant women with ANC services from the dimension of direct evidence (Tangible) with the regularity of antenatal checks shows that almost all respondents are satisfied with regular checks as many as 29 respondents and satisfied with irregular as many as 5 respondents. while not satisfied with regular as many as 20 respondents and not satisfied with irregular as many as 13 respondents.

After the Chi-square X^2 statistical test, the value of X^2 hit = 4.014 was obtained, thus X^2 hit> $X^2\alpha$ db ($X^2$0.05 (1)=3.84). So that Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the dimension of direct evidence of ANC services with the regularity of antenatal checks at the Tamalanrea Makassar Health Center in 2022.

1. Responsiveness dimension

The results of this study indicate that most respondents expressed satisfaction with the officer's service from the dimension of responsiveness. From the distribution of respondents' answers about the responsiveness of officers in providing services, almost all respondents expressed satisfaction, namely 46 respondents with a percentage of 74.6% and those who checked their pregnancy regularly were 41 respondents.

Based on the results of the analysis of SPSS data processing using the chi square formula X^2 db = 1 and α (0.05) obtained a value of X^2hit = 16.604 which shows X^2hit> X^2α.db. so Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the dimension of responsiveness to ANC services with the regularity of antenatal check-ups at the Tamalanrea Makassar Health Center 2022.   In a clinical psychological article (2019) on patient satisfaction in hospitals, it is explained that satisfied patients are a very valuable asset because satisfied patients will continue to use the services of their choice [8].

There are several aspects that affect patient satisfaction according to Graffits (1987), namely:

- The attitude of the staff approach to the patient, namely the attitude of the staff towards the patient when he first arrives at the hospital.
- Administrative procedures, which are related to patient administrative services from admission, during treatment until the patient is discharged from the hospital.

Satisfaction is defined as a post-consumption assessment that influences the decision-making process for repurchasing the same product [9].

Satisfaction of pregnant women with ANC services is one of the factors that cause regularity of mothers to make repeat antenatal care visits. The existence of a relationship between the satisfaction of pregnant women and the regularity of antenatal check-ups of pregnant women shows that most pregnant women are satisfied with the services provided by health workers. Furthermore, the feeling of satisfaction will raise the awareness of pregnant women to make regular antenatal care revisits.

2. Reliability dimension

The results of this study indicate that most respondents expressed satisfaction with the officer's service from the reliability dimension. From the distribution of respondents' answers about the responsiveness of officers in providing services, almost all respondents expressed satisfaction, namely 50 respondents with a percentage of 74.6% and those who checked their pregnancy regularly were 45 respondents with a percentage of 67.1% of the 50 respondents.

Based on the results of the analysis of SPSS data processing using the chi square formula X^2 db = 1 and α (0.05) obtained a value of X^2hit = 25.264 which shows X^2hit> X^2α.db. so Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the reliability dimension of ANC services with the regularity of antenatal check-ups at the Tamalanrea Makassar Health Center 2022.   In a clinical psychological article (2019) on patient satisfaction in hospitals, it is explained that satisfied patients are a very valuable asset because satisfied patients will continue to use the services of their choice [8].

The re-visit of pregnant women to check their pregnancy can be influenced by the reliability of officers in providing health services, the accuracy of actions and the ability of officers to take action greatly affects the mother's satisfaction with the service and will also affect the re-visit of pregnant women to check their pregnancy in the same place.

3. Empathy dimension

The results of this study indicate that most respondents expressed satisfaction with the officer's service from the empathy dimension. From the distribution of respondents' answers about the responsiveness of officers in providing services, almost all respondents expressed satisfaction, namely 45 respondents with a percentage of 67.2% and those who checked their pregnancy regularly were 43 respondents with a percentage of 64.1% of the 45 respondents.

Based on the results of the analysis of SPSS data processing using the chi square formula X^2 db = 1 and α (0.05) obtained the value X^2hit = 25.264 which shows X^2hit> X^2α.db. so Ho is rejected and

Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the empathy dimension of ANC services with the regularity of antenatal check-ups at the Tamalanrea Makassar Health Center 2022.

Empaty health workers are the ability of officers to build relationships, care, and understand the needs of patients. . Friendliness of officers in greeting, talking, and patient participation in decision making and patient freedom in choosing health workers who suit their wishes [10]

Patient satisfaction is often seen as an important component of health care. Hospitality and enjoyment related to health services that are not directly related to clinical can affect patient satisfaction and their willingness to return to the health facility for further services. [11].

One of the most important aspects of antenatal care is to foster a trusting relationship with the pregnant woman and her family, If a mother trusts the health worker, then she is likely to return to the same midwife for labor and delivery of her baby.

4. Assurance Dimension

The results of this study indicate that most respondents expressed satisfaction with the officer's service from the guarantee dimension. From the distribution of respondents' answers about the officer's guarantee in providing services, almost all respondents expressed satisfaction, namely 44 respondents with a percentage of 65.7% and those who checked their pregnancy regularly were 43 respondents with a percentage of 64.1% of the 44 respondents.

Based on the results of the analysis of SPSS data processing using the chi square formula X^2 db = 1 and α (0.05) obtained the value X^2hit = 35.893 which shows X^2hit> X^2α.db. so Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the guarantee dimension of ANC services with the regularity of antenatal check-ups at the Tamalanrea Makassar Health Center in 2022.

The guarantee of health services expected by pregnant women is a thorough, fast and precise health examination, so that pregnant women feel calm in receiving health services and feel comfortable during the examination because the officer provides assurance that the services received are services in accordance with health standards.

With the guarantee of health services, pregnant women will feel calm and comfortable during the pregnancy process and will check their pregnancy regularly.

5. Tangible dimension

The results of this study indicate that most respondents expressed satisfaction with the services of officers from the dimension of direct evidence. From the distribution of respondents' answers about the direct evidence of officers in providing services, almost all respondents stated that they were satisfied, namely 34 respondents with a percentage of 50.7% and those who checked their pregnancy regularly were 29 respondents with a percentage of 43.3% of the 34 respondents.

Based on the results of the analysis of SPSS data processing using the chi square formula X^2 db = 1 and α (0.05) obtained the value X^2hit = 25.264 which shows X^2hit> X^2α.db. so Ho is rejected and Ha is accepted with the interpretation "There is a relationship between the satisfaction of pregnant women from the dimension of direct evidence of ANC services with the regularity of antenatal checks at the Tamalanrea Makassar Health Center in 2022.

Generally, government-owned health care facilities are less / not utilized by the community, one of the reasons is that generally the quality of health services organized by government-owned service facilities still does not or does not meet the expectations of patients and / or the community [12].

6. Regularity

The results showed that the level of regularity of pregnant women towards antenatal care checks was mostly regularity with regularity as many as 49 respondents with a percentage of 73.1% while irregular regularity was 18 respondents with a percentage of 26.9%. The components of regularity in antenatal care consist of visiting activities and visiting behavior.

According to Seccet (1976) cited by Niven (2014) defines regularity as a number of patient behaviors in accordance with the regularity of a number of patient behaviors in accordance with the provisions given by health professionals [13].

One of the supporting factors that can affect the regularity of pregnant women in checking their pregnancy is the mother's feeling of satisfaction with the services obtained when conducting pregnancy checks so that the provisions of visits and several activities during antenatal such as measuring height, weight, blood pressure, checking fundus height, injecting tetanus toxoid and giving blood supplement tablets and pregnancy counseling have been carried out by the mother.

4. CONCLUSION

There is a relationship between the satisfaction of pregnant women from the dimensions of responsiveness, reliability, empathy, assurance, and direct evidence, towards ANC services with the regularity of Antenatal check-ups at Tamalanrea Makassar Health Center in 2022. And the results showed that the level of regularity of pregnant women towards antenatal care checks was mostly regularity with regularity as many as 49 respondents with a percentage of 73.1% while regularity with irregularity was 18 respondents with a percentage of 26.9%. The regularity component of antenatal care consists of visiting activities and visiting behavior and it is hoped that health workers will actively provide socialization to the community, especially pregnant women, about the importance of antenatal checks during pregnancy. Then reduce infant and toddler mortality rates, as an effort to realize the Millennium Development Goals (MDGs).

Acknowledgement

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