

ABSTRAK

Kepuasan pasien merupakan cerminan penilaian pasien terhadap sejauh mana mereka puas dengan pengalaman perawatan mereka di berbagai domain perawatan kesehatan. Penelitian ini menguji dan menganalisis kualitas layanan antenatal care dan fasilitas layanan terhadap kepuasan pasien melalui kompetensi tenaga kesehatan pada ibu hamil di Puskesmas Se-Kabupaten Jember. Populasi pada penelitian ini adalah ibu hamil trimester 3 di Puskesmas se-Kabupaten Jember dengan melibatkan sebanyak 3.856 partisipan dengan jumlah sampel sebanyak 255 partisipan yang ditentukan menggunakan teknik *probability proportional sampling*. Pengolahan data pada penelitian ini menggunakan metode berbasis *Structural Equation Modeling-Partial Least Square* (SEM-PLS) dengan program SmartPLS 3. Hasil penelitian menunjukkan bahwa kualitas layanan antenatal care berpengaruh positif terhadap kepuasan pasien, kualitas layanan antenatal care berpengaruh positif terhadap kompetensi tenaga kesehatan, fasilitas layanan berpengaruh positif terhadap kepuasan pasien, fasilitas layanan berpengaruh positif terhadap kompetensi tenaga kesehatan, kompetensi tenaga kesehatan berpengaruh positif terhadap kepuasan pasien, kualitas layanan antenatal care berpengaruh signifikan terhadap kepuasan pasien yang dimediasi oleh kompetensi tenaga kesehatan, fasilitas layanan berpengaruh signifikan terhadap kepuasan pasien yang dimediasi oleh kompetensi tenaga kesehatan. Untuk memberikan perawatan berkualitas tinggi, penyedia layanan harus mengenali dan menghormati kebutuhan, sikap, dan kekhawatiran klien pemahaman ini penting untuk meningkatkan kepuasan klien

Kata Kunci : kualitas layanan, antenatal care, fasilitas layanan, kepuasan pasien, kompetensi tenaga kesehatan

ABSTRACT

Patient satisfaction reflects patients' assessment of the extent to which they are satisfied with their care experience across various healthcare domains. This study examines and analyzes the quality of antenatal care services and facilities on patient satisfaction through the competence of healthcare workers in pregnant women at Public Health Centers Jember Regency. The population in this study is 3rd trimester pregnant women at health centers throughout Jember Regency involving as many as 3,856 participants with a sample of 255 participants determined using probability proportional sampling techniques. Data processing in this study used a Structural Equation Modeling-Partial Least Square (SEM-PLS)-based method with the SmartPLS 3 program. The results showed that the quality of antenatal care services had a positive effect on patient satisfaction, the quality of antenatal care services had a positive effect on the competence of healthcare workers, service facilities had a positive effect on patient satisfaction, service facilities had a positive effect on healthcare workers, healthcare workers' competence had a positive effect on patient satisfaction, antenatal care service quality had an effect on patient satisfaction mediated by healthcare workers, and service support had a significant effect on patient satisfaction mediated by healthcare workers' competence. To provide high-quality care, providers must recognize and respect clients' needs, attitudes, and concerns. This understanding is important to increase client satisfaction.

Keyword : quality of service, antenatal care, service facilities, patient satisfaction, competence of health workers

