

**KEMENTERIAN KESEHATAN REPUBLIK INDONESIA  
POLITEKNIK KESEHATAN KEMENKES RIAU  
PROGRAM STUDI D IIV KEBIDANAN**

**SKRIPSI, MEI 2021  
SHOFY ROHIDAH**

**HUBUNGAN PELAYANAN KEBIDANAN TERHADAP KEPUASAN PASIEN  
PADA MASA PANDEMI COVID-19 DI PMB DINCE SAFRINA**

**± 90 Halaman, 5 Tabel, 10 Lampiran**

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**ABSTRAK**

Awal tahun 2020 dunia dilanda pandemi COVID-19, coronavirus 2019 (COVID-19) adalah infeksi saluran pernapasan yang disebabkan oleh *virus Severe Acute Respiratory Syndrome Coronavirus-2* (SARS-CoV-2). Pada masa pandemi COVID-19 banyak hal dalam pelayanan kebidanan yang perlu adanya penyesuaian pelayanan sesuai dengan protokol kesehatan, langkah ini dilakukan sebagai upaya pemerintah untuk memutus rantai penyebaran COVID-19. Demi mencegah penularan COVID-19 maka pelayanan kebidanan didasarkan pada Standar Prosedur Operasional (SPO) yang di modifikasi, diantaranya yaitu menerapkan proses skrining untuk setiap pengunjung yang datang, mengubah posisi tempat duduk dan diterapkan *physical distancing* atau jaga jarak, pasien harus melakukan pemeriksaan suhu tubuh serta memberikan pernyataan apakah memiliki riwayat kontak langsung dengan PDP/ODP COVID-19 sebelum mendapatkan pelayanan. Tujuan penelitian ini untuk mengetahui hubungan antara pelayanan kebidanan terhadap kepuasan pasien di masa pandemi COVID-19. Jenis penelitian ini adalah kuantitatif dengan desain penelitian *Analitik* yaitu *Cross Sectional*. Penelitian ini dilakukan di PMB Dince Safrina Kota Pekanbaru pada bulan Januari-Mei 2021. Populasi yang digunakan adalah semua pasien dalam lingkup kebidanan, jumlah sampel sebanyak 110 responden. Uji statistik menggunakan *chi-square*. Hasil penelitian menunjukkan bahwa pelayanan kebidanan yang baik sebanyak 73 orang (66,4%) dan pasien yang merasa puas sebanyak 79 orang (71,8%). Dari hasil penelitian menunjukkan bahwa ada hubungan antara pelayanan kebidanan terhadap kepuasan pasien di masa pandemi COVID-19 ( $p = 0,000$ ). Disarankan pihak PMB untuk lebih aplikatif dalam memanfaatkan mutu pelayanan kebidanan untuk meningkatkan kepuasan pasien dalam pelayanan.

Kata Kunci : ***Pelayanan Kebidanan, Kepuasan Pasien***  
Referensi : 28 Referensi (2006–2020)

**MINISTRY OF HEALTH OF THE REPUBLIC OF INDONESIA  
RIAU MINISTRY OF HEALTH POLYTECHNIC  
STUDY PROGRAM D IIV Midwifery**

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**RELATIONSHIP OF MIDWIFE SERVICES TO PATIENT SATISFACTION  
DURING THE COVID-19 PANDEMIC AT PMB DINCE SAFRINA**

**± 90 Pages, 5 Tables, 10 Appendices**

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**ABSTRACT**

In early 2020 the world was hit by the COVID-19 pandemic, coronavirus 2019 (COVID-19) is a respiratory infection caused by the Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2). During the COVID-19 pandemic, many things in midwifery services needed to be adjusted according to health protocols, this step was taken as an effort by the government to break the chain of spread of COVID-19. In order to prevent the transmission of COVID-19, midwifery services are based on modified Standard Operating Procedures (SOPs), including implementing a screening process for every visitor who comes, changing seat positions and applying physical distancing or keeping a distance, patients must check body temperature. and provide a statement whether you have a history of direct contact with PDP/ODP COVID-19 before receiving service. The purpose of this study was to determine the relationship between midwifery services and patient satisfaction during the COVID-19 pandemic. This type of research is quantitative with an analytical research design that is Cross Sectional. This study was conducted at PMB Dince Safrina Pekanbaru City in January-May 2021. The population used was all patients in the field of obstetrics, the number of samples was 110 respondents. Statistical test using chi-square. The results showed that good midwifery services were 73 people (66.4%) and patients who were satisfied were 79 people (71.8%). The results showed that there was a relationship between midwifery services and patient satisfaction during the COVID-19 pandemic ( $p = 0.000$ ). It is recommended that PMB be more applicable in utilizing the quality of midwifery services to increase patient satisfaction in services.

**Keywords: Midwifery Services, Patient Satisfaction**

References : 28 References (2006–2020)