

ABSTRAK

Analisis Kinerja Bidan Puskesmas Pada Pelayanan *Antenatal Care* di Wilayah Kerja Dinas Kesehatan Kota Padang Tahun 2015

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Salah satu upaya pemerintah untuk mempercepat penurunan AKI adalah dengan program *antenatal care*. Bidan sebagai salah satu pelaksana kegiatan tersebut memiliki peranan penting menghasilkan kualitas pelayanan yang diberikan. Kualitas pelayanan yang baik menjadi salah satu indikator kinerja. Penelitian ini bertujuan untuk menganalisa kinerja bidan pada pelayanan antenatal di wilayah kerja dinas kesehatan kota padang.

Jenis penelitian ini adalah penelitian kualitatif dengan pendekatan fenomenologi. Informan dalam penelitian ini adalah bidan yang bekerja di Puskesmas, Bidan koordinator, Kepala Puskesmas dan ibu hamil yang memeriksakan kehamilan di Puskesmas. Teknik pengumpulan data adalah melalui observasi, wawancara mendalam dan studi dokumentasi.

Hasil penelitian ini dalam melaksanakan pelayanan ada bagian yang belum dilaksanakan oleh bidan sesuai kompetensi bidan, dalam penerapan pelayanan antenatal sikap bidan dalam memberikan pelayanan belum sesuai dengan standar yang ditetapkan. Sarana dan prasarana masih harus ditingkatkan, bidan memiliki motivasi yang baik untuk belajar dengan mengikuti pelatihan, seminar dan melanjutkan pendidikan. Belum semua bidan melaksanakan antenatal care sesuai dengan SOP dan kebijakan yang telah ditetapkan.

Kesimpulan pengetahuan bidan dalam pelayanan antenatal care baik akan tetapi belum diimbangi dengan sikap bidan yang tidak sesuai dengan standar pelayanan yang telah ditetapkan. Bidan memiliki motivasi yang baik dalam meningkatkan pengetahuan tapi belum berdampak pada peningkatan kualitas pelayanan dan belum semua bidan melaksanakan pelayanan sesuai dengan SOP.

Kata Kunci : Kinerja, Bidan, Pelayanan *Antenatal Care*

Performance Analysis of a Midwife in Antenatal Care Service at Public Health Centers in the area of Padang City Health Office by 2015

Abstract

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One of government effort to accelerate the decrement of AKI is by conducting the inspection of women pregnancy which is recognized as antenatal care. Midwife as one of executor of the program has crucial and most important role in delivering and providing good quality of services. A proper quality of service is being one of main parameters of work performance of midwives. This research was aimed to analyze the working performance of midwives when they conduct, deliver and give antenatal services in working area of public health office in Kota Padang.

This research was conducted qualitatively by implementing policy analysis approach. Informants in this research was midwives who practiced their skills and knowledges in working area of public health center of public health office of Kota Padang, midwife coordinators, head of public health center, head of public health center of KIA Kota Padang and pregnancy women who checked their pregnancy healthy in public health center. The data was gathered and collected through direct observations, deep interviews, and documentation study.

Based on collected data, midwives who were interviewed and observed had good competence in general but had lack of awareness and skills to conduct the antenatal services properly in accordance of standards and procedures. Facilities and infrastructures need major improvement in order to meet good quality of services. Unbalanced working load was being one of the issue and reason why they could not perform well in their jobs. In the other hand, they showed big interest and motivation to involve in seminar and training, to pursue next level of education. Not all of them could conduct and execute the antenatal care properly in accordance of procedures, standards and policies.

To summarize, midwives' knowledge in delivering antenatal care was sufficient enough, but their working attitudes didn't suit with standards of services. They showed strong determination to improve their knowledges but still didn't affect to the improvement of the quality of services. Unbalanced and unsuitable working load seemed to be the issue of this problem which prevented them to conduct proper working procedures according to standards.

Key words : work performance, midwives, services, antenatal care