

DAFTAR PUSTAKA

- Abdel-Tawab, N. & Roter, D., (2002). The Relevance of Client-Centered Communication To Family Planning Settings In Developing Countries: Lessons From The Egyptian Experience. *Social Science & Medicine*, 54, pp.1357–1368.
- Abin, S.M (2005). *Psikologi Kependidikan Perangkat Sistem Pengajaran Modul*, Bandung : Remaja Rosdakarya
- Adamson, P, C., et al. (2012) "Are Marginalized Women Being Left Behind? A Population-Based Study of Institutional Deliveries In Karnataka, India". *Journal of BMC Public Health* 12:30 <http://www.biomedcentral.com/1471-2458/12/30>
- Afulani, P. A. (2015). "Rural/Urban And Socioeconomic Differentials In Quality Of Antenatal Care In Ghana". *PLoS ONE*, 10(2), 1–28. <https://doi.org/10.1371/journal.one.0117996>
- Akin O, et all. (2011). "Client Education Experiences And Expectations of Women at The first Level of Maternal and Child Care In Kaduna State Nigeria" .Journal home page www.elsevier.com/midw
- Al-Abri, Rashid, Al-Balushi, A. (2014). "Patient Satisfaction Survey As A Tool Towards Quality Improvement". *Oman Medical Journal*, 29(1), 3–7. <https://doi.org/10.5001/omj.2014.02>
- Al-Shdaifat, E. A. (2015). "Implementation of total quality management in hospitals". *Journal of Taibah University Medical Sciences*, 10(4), 461–466. <https://doi.org/10.1016/j.jtumed.2015.05.004>
- Al-Sinawi, S. et al., (2015)."Factors influencing the employees' service performance in Ministry of Education in Sultanate of Oman". *Procedia-Social and Behavioral Sciences*, 197(February), pp.23–30.
- Anderson, F. W. J., Johnson, T. R. B., & de Vries, R. (2017). "Global Health Ethics: The Case Of Maternal And Neonatal Survival". *Best Practice & Research Clinical Obstetrics & Gynaecology*. <https://doi.org/10.1016/j.bpobgyn.2017.02.003>
- Anwar, I., (2010). *Pengembangan Bahan Ajar*, Bahan Kuliah Online, Direktori UPI, Bandung

- Babalola, S., dan Fatusi, A. (2009) 'Determinants of Use of Maternal Health Services In Nigeria – Looking Beyond Individual and Household Factors'. Journal of *BMC Pregnancy and Childbirth*, 9:43 Doi:10.1186/1471-2393-9-43.
- Badan Pusat Statistik. (2015). *Laporan Eksekutif Nasional. Survei Penduduk Antar Sensus*. ISBN: 978-602-438-027-4.
- Baffour-Awuah, A., Mwini-Nyaledzigbor, P.P. & Richter, S., (2015). "Enhancing Focused Antenatal Care In Ghana: An Exploration Into Perceptions Of Practicing Midwives". *International Journal of Africa Nursing Sciences*, 2, pp.59–64. Available at: <http://www.sciencedirect.com>
- Bhattarcherjee, A.,(2012). *Social Science Research: Principles, Methods, and Practices*, Available At: Http://Scholarcommons.Usf.Edu/Oa_Textbooks/3.
- Barbazette, J., (2006).*Training Needs Assessment Methods, Tools and Techniques.*, Pp.1–22.
- Berhan, Y. & Berhan, A., (2014). "Antenatal care as a means of increasing birth in the health facility and reducing maternal mortality: a systematic review. Ethiopian journal of health sciences" , 24 Suppl(6), pp.93–104. Available at: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4249212/> & tool=pmcentrez & rendertype=abstract.
- Bitmiş, M.G. & Ergeneli, A., (2013). "The Role of Psychological Capital and Trust in Individual Performance and Job Satisfaction Relationship: A Test of Multiple Mediation Model". *Procedia Social and Behavioral Sciences*, 99, pp.173–179.
- Baker, D.A.,&A Crompton,J.L.(2000). *Quality, satisfaction and behaviour intentions Annals of Tourism Reserach*, 27 (3) 785-804
- Borelli, S, E. (2013) "What Is A Good Midwife? Insights From The Literature" Journal homepage www.elsevier.com/midw
- Bouphan, P., Apipalakul, C., & Ngang, T. K. (2015). "Factors Affecting Public Health Performance Evaluation of Sub-District Health Promoting Hospital" directors. *Procedia - Social and Behavioral Sciences*, 185, 128–132. <https://doi.org/10.1016/j.sbspro.2015.03.421>
- Branch, RM, & Kopcha, TJ (2014).. Model Desain pembelajaran dalam Handbook Penelitian Komunikasi Pendidikan dan teknologi
- Broek, N. R. Van Den. (2016). *Maternal And Newborn Health*. Report UNICEF 2016. <https://doi.org/10.1016/B978-1-4160-4390-4.00016-3>

- Budiwan, V., & Efendi. (2016). "The understanding of indonesian patients of hospital service quality in Singapore". *Procedia - Social and Behavioral Sciences*, 176–183. <https://doi.org/10.1016/j.sbspro.2016.05.436>
- Bultu, A., Melese, S. T., & Kalkidan, H. A. (2017). "Magnitude And Predictors of Antenatal Care (ANC) Completion Among Mothers Attending Delivery And Post-Natal Service In Jimma Town, Oromia Region, South West Ethiopia". *Journal of Public Health and Epidemiology*, 9(9), 251–259. <https://doi.org/10.5897/JPHE2017.0944>
- Bungin, B. 2007. *Penelitian Kualitatif*. Prenada Media Group: Jakarta.
- Buttler, M, M (2013) "Evaluating Midwifery-Led Antenatal Care: Using a Programme Logic Model to Identify Relevant Outcomes". Journal homepage www.elsevier.com/midw.
- Chama, C, M dan Steven, F, K. (2013). "Utilization Of Focused Antenatal Care In Zambia : Examining Individual- and Community-Level Factors Using A Multilevel Analysis" . *Journal of Health Policy and Planning*. Published by Oxford University Press in association with The London School of Hygiene and Tropical Medicine
- Chowdhury, R, et all (2007). "Delivery Complications And Healthcare – Seeking Behaviour : The Bangladesh Demographic Health Survey". Publication at www.Reserachgate.net/publication/6383786
- Cohen, J., Golub, G., Kruk, M. E., & McConnell, M. (2016). "Do Active Patients Seek Higher Quality Prenatal Care? A Panel Data Analysis From Nairobi, Kenya". *Preventive Medicine*, 92, 74–81. <https://doi.org/10.1016/j.ypmed.2016.09.014>
- Corcoran, N., (2007). *Theories And Models In Communicating Health Messages*. *Communicating Health: strategies for health promotion*, pp.5–31.
- De Roose, et all. (2018). "Knowledge, Attitude, And Practices Regarding Miscarriage: A Cross-Sectional Study Among Flemish Midwives". *Midwifery*, 56(September 2017), 44–52. <https://doi.org/10.1016/j.midw.2017.09.017>
- Departemen Pendidikan Nasional, (2006). *Model Penilaian Kelas Kurikulum Tingkat Satuan Pendidikan (KTSP) Sekolah Menengah Pertama (SMP / MTs)*, Jakarta.
- Dhahi, Z. K., Issa, S., Lamis, &, & Hameed, A. (2015). "A Study On Pregnant Women's Satisfaction With Primary Health Care Services In Basra:

- Introduction and literature review". *International Journal of Research in Humanities*, 3(1), 2321–8878.
- Dimovska, E. O. F., et all (2016). "Evaluation of Patients' Attitudes To Their Care During Oral And Maxillofacial Surgical Out patient Consultations: The Importance Of Waiting Times And Quality Of Interaction Between Patient And Doctor". *British Journal of Oral and Maxillofacial Surgery*, 54(5), 536–541. <https://doi.org/10.1016/j.bjoms.2016.02.022>
- Dingley,C. et al., (2008). *Improving Patient Safety Through Provider Communication Strategy Enhancements. Advances in Patient Safety: New Directions and Alternative Approaches* (Vol. 3: Performance and Tools)., 3, pp.1–18.
- Dinas Kesehatan Tangerang, (2010.) *Profil Kesehatan Kabupaten Tangerang 2010*, Tangerang Banten
- Ditjen Dikti Kemdikbud, (2011). *Draft Standar Kompetensi Bidan*. In pp. 1–41. Available at: <http://hpeq.dikti.go.id/v2/images/Produk/18.4-Draft-Standar-Kompetensi-Bidan.pdf>.
- Dorothea. W.A (2004) *Pengendalian Kualitas Statistik (Pendekatan Kualitatif Dalam Menajemen Kualitas*. Penerbit CV Andi Offset Yogyakarta
- Duta, N. (2015). "From Theory To Practice: The Barriers To Efficient Communication In Teacher-Student Relationship". *Procedia - Social and Behavioral Sciences*\ , 187, 625–630. <https://doi.org/10.1016/j.sbspro.2015.03.116>
- Erlguc, G., & Kose, D. (2013). "Evaluation Of Emotional Intelligence And Communication Skills of Health Care Manager Candidates : A Structural Equation Modeling". *International Journal of Business and Social Science*, 4(13), 115–124.
- Erlindawati (2008), "Factors Related To The Utilization of Antenatal Care Services Among Pregnant Women at Health Centers In Aceh Besar District, Nanggroe Aceh Darussalam Province Indonesia". *Journal of Public Health and Development*. Vol.6 No.2
- Elkhalifa, S, B dan Kuppuswamy, et all (2014). "Evaluation of Midwifery Knowledge on Antenatal Care in Omdurman Maternity Hospital Sudan". *International Journal of Health Sciences*. June 2014, Vol. 2, No. 2, pp. 127-142 . ISSN: 2372-5060.
- Fagbamigbe, A.F. & Idemudia, E.S., (2015). "Barriers To Antenatal Care Use In Nigeria: Evidences From Non-Users And Implications For Maternal Health Programming". *BMC Pregnancy and Childbirth*, 15(1), p.95. Available at:

[http://www.biomedcentral.com/1471-2393/15/95.](http://www.biomedcentral.com/1471-2393/15/95)

Foster, J., et al. (2010) "A Community-Based Participatory Research Approach To Explore Community Perceptions of The Quality of Maternal-Newborn Health Services In The Dominican Republic". *Journal of NIH Public Access*. Published in final edited form as: *Midwifery*. 2010 October ; 26(5): 504–511. doi:10.1016/j.midw.2010.06.001.

Fuada, N dan Setyawati, B (2015) "Pelaksanaan Kelas Ibu hamil di Indonesia". available from: <http://Ejournal.Litbang.Kemkes.Go.Id>

Gerungan, W,A, (2004) *Psikologi Sosial*. Bandung: Refika Aditama

Ghozali, Imam. 2011. Aplikasi Analisis Multivariate Dengan Program SPSS. Edisi Kedua.Semarang: Badan Penerbit Universitas Diponegoro.

Gibson, James L. Ivancevich. John Donelly James H, 1995. *Organizational Behavior Structure and Process*. Richard D. Irwin. Inc, Homewood, Illinois

Green, L.W. & Ottoson, J.M., 2006. " A Framework for Planning and Evaluation: Precede-Proceed". Evolution and Application of the Model. 10Es Ans *Journees De Sante Publique*.

Gordon B. Davis. 2009. *Kerangka Dasar Sistem Informasi Manajemen*, PT.Midas Surya Grafindo. Jakarta.

Govender, N (2018). "Communication Experiences of Expatriate Midwives Providing Maternity Care In A Military Hospital In Saudi Arabia" .*Thesis Presented in Partial Fulfilment of The Requirements For The Degree of Master Nursing Science In The Faculty of Medicine And Health Sciences At Stellenbosch University*

Gupta, S. et al., 2014. "Factors Associated with Four or More Antenatal Care Visits and Its Decline among Pregnant Women in Tanzania between 1999 and 2010". PLoS ONE, 9(7), pp.1–13. Available at: <http://dx.plos.org/10.1371/journal.pone.0101893>.

Gusti, et all (2018) Determinants of Midwife Performance on Antenatal Care in Surakarta and Karanganyar, Central Java. *Journal of Health Policy and Management*, 3(1):11-19 <https://doi.org/10.26911/thejh.2018.03.0.021> .02

Handler, A., & Rosenberg, D. (2016). *Health Care Characteristics Associated With Women's Satisfaction With Prenatal Care*. Jstor, 36(5), 679–694.

Hanik, M., Kartasurya, M., & Dharminto. (2014). Faktor Yang Mempengaruhi Kinerja Bidan Dalam Pelaksanaan Stimulasi Deteksi Dan

- Intervensi Dini Tumbuh Kembang Balita dan Anak Prasekolah (Studi pada Bidan yang bekerja di Puskesmas Kabupaten Sidoarjo)". *Jurnal Manajemen Kesehatan Indonesia*, 2(3), 190–196.
- Hastono, S. P.(2016). *Analisis Data Pada Bidang Kesehatan*. Jakarta: PTRaja Grafindo Persada
- Health Initiatives for the Private Sector. (2008). *Effective Interpersonal Communication: A Handbook For Health Care Providers*.
- Hoope-Bender, P. et all. (2016). Midwifery 2030: A woman's pathway to health. What does this mean? *Midwifery*, 32(June 2014), 1–6. <https://doi.org/10.1016/j.midw.2015.10.014>
- Horwath, (1999). The Stages Of Change. Effective Clinical Practice, pp.1–7.
- Hosain,B., (2015)."Women Empowerment and Antenatal Care Utilization in Bangladesh". 49(2).
- Higginbottom . et all (2014) An Ethnographic Study Of Communication Challenges In Maternity Care For Immigrant Women In Rural Alberta. *Journal of Midwifery* 31 (2015) 297–304
- Itumalla, R. (2014). *Development of Hospital Qual : A Service Quality Scale for Measuring In-patient Services in Hospital*. Operation and Supply Chain Management, 7(2), 54–63.
- Joshi, C. et al., (2014). "Factors Associated With The Use And Quality Of Antenatal Care In Nepal" : A Population-Based Study Using The Demographic And Health Survey Data. *BMC Pregnancy and Childbirth*, 14(1), p.94. Available at: <http://www.biomedcentral.com/1471-2393/14/9>
- Kahn, G. & Jason, H., (1979). "The Teaching Of Interpersonal Skills In US". *Journal of Medical Education* 1, 54.
- Kanyangarara, M., Munos, M. K., & Walker, N. (2017). "Quality Of Antenatal Care Service Provision In Health Facilities Across Sub-Saharan Africa": Evidence From Nationally Representative Health Facility Assessments. *Journal of Global Health*, 7(2). <https://doi.org/10.7189/jogh.07.021101>
- Kelly, M.P. & Barker, M., (2015). *Why Is Changing Health-Related Behaviour So Difficult? Public Health*, 136, pp.109–116.
- Kemenkes RI, (2010). *Pedoman Pemantauan Wilayah Setempat Kesehatan Ibu dan Anak (PWS-KIA)*, Direktorat Kesehatan Ibu dan Anak, Jakarta.

Kementerian Kesehatan RI, (2014). Peraturan Menteri Kesehatan Republik Indonesia No.75 tentang Pusat Kesehatan Masyarakat. pp. 1–24
Kementerian Kesehatan RI, (2015). Profil Kesehatan Indonesia, Jakarta

Kruk, M. E et al. (2016). Quality of basic maternal care functions in health facilities of five African countries: an analysis of national health system surveys. *The Lancet Global Health*, 4(11), e845–e855. <https://doi.org>

Kotler. Philip & Amstrong, Gary. *Prinsip-prinsip Manajemen*. Edisi 14, jilid 1, Penerbit Erlangga, Jakarta.

Lameshow,(1997), *Besar Sampel Dalam Penelitian Kesehatan*, Yogyakarta.

Lennon, S (2016). "Risk Perception In Pregnancy: A Concept Analysis". *Research Gate*.Net/Publication 303425269

Lim, J.-W. (2014). "Exploring Health Behaviour Changes Within The Support Systems of Breast Cancer Survivors" : A Comparative Qualitative Study Of Korean–Americans And Koreans". *Pacific Science Review*, 16(2), pp.117–126.

Lungu F, Malata A, Chirwa E, Mbendera I. (2011). "Quality Assessment Of Focused Antenatal Care Services In Malawi". *African Journal of Midwifery and Women's Health* ;5(4):169–175

Majrooh, M.A. et al., (2014). "Coverage and Quality of Antenatal Care Provided at Primary Health Care Facilities in the Punjab Province of Pakistan." *PLoS ONE*, 9(11), pp.1–8. Available at: <http://dx.plos.org/10.1371/journal.pone.0113390>.

Moleong, L.J. (2006). *Metodologi Penelitian Kualitatif*. Bandung: Rosdakarya

Mannava, P., Durrant, K., Fisher, J., Chersich, M., & Luchters, S. (2015). "Attitudes And Behaviours Of Maternal Health Care Providers In Interactions With Clients" A systematic review. *Globalization and Health*,

Mansur, A.M.S. a et al., (2014)." Quality of Antenatal Care In Primary Heath Care Centers of Bangladesh". *Journal of Family and Reproductive Health*, 8(4), pp.175–181.

Mason, L. et al., (2015). "Barriers And Facilitators To Antenatal And Delivery Care In Western Kenya": A Qualitative Study. *BMC Pregnancy and Childbirth*, 15(1), p.26. Available at: <http://www.biomedcentral.com/1471-2393/15/26>.

Mattila A. & O'Neill J.W. (2003). "Relationships between Hotel Room Pricing, Occupancy, and Guest Satisfaction: A Longitudinal Case of a Midscale Hotel in the United States" *Journal of Hospitality & Tourism Research*, 27 (3), pp. 328-341, Sage Publications.

Margaret E Kruk, et all (2014) *Disrespectful And Abusive Treatment During Facility Delivery In Tanzania: A Facility And Community Survey*

Maternal and Reproductive Health Division (2008) The Republic of The Union of Myanmar Ministry of Health and Sports National Guidelines for Antenatal Care For Service Providers

Melaku, Y.A. et al., (2014). "Poor Linkages In Maternal Health Care Services-Evidence On Antenatal Care And Institutional Delivery From A Community-Based Longitudinal Study In Tigray Region, Ethiopia". *BMC pregnancy and childbirth*, 14(1), p.418. Available at: <http://www.scopus.com/inward/record.url?eid=2-s2.0-84925441829&partnerID=tZOTx3y1>.

Mengiste, M., & James, F. (2017). "Determinants of Antenatal Care Utilization In Arsi Zone, Central Ethiopia". *The Ethiopian Journal of Health Development (EJHD)*, 10(3). <https://doi.org/10.1111/j.1365-2044.2012.07188>.

Mubarak (2007). *Promosi Kesehatan Sebuah Pengamatan Proses Belajar Mengajar Dalam Pendidikan*. Yogyakarta : Graha Ilmu.

Mugo, N.S., Dibley, M.J. & Agho, K.E.,(2015). "Prevalence And Risk Factors For Non-Use of Antenatal Care Visits: Analysis of The 2010 South Sudan Household Survey". *BMC Pregnancy And Childbirth*, 15(1), p.68. Available at: <http://www.biomedcentral.com/1471-2393/15/68>.

Murira.N. et all. (2010) "Communication Patterns Between Health Care Providers And Their Clients At An Antenatal Clinic In Zimbabwe". *Journal of Health Care for Women International*, 24:83–92, 2003

National Council for the Professional Development of Nursing and Midwifery. (2006). *An Evaluation Of The Extent Of Measurement of Nursing And Midwifery Interventions In Ireland*.

National Institute for Health and Care Excellence. (2008). Antenatal care.

Notoatmodjo, S. (2010). Metodologi Penelitian Kesehatan. Jakarta : Rineka Cipta

Nicholas N A Kyei, Collins Chansa And Sabine Gabrysch. (2012). Quality of Antenatal Care In Zambia: A National Assessment.Joournal of MC

Pregnancy and Childbirth 2012, 12:151 <http://www.biomedcentral.com/1471-2393/12/151>

Novita, T. (2013). *Faktor-Faktor Penghambat Yang Berhubungan Dengan Pelaksanaan IOT Pada Ibu Hamil*. Banda Aceh:

NSW Ministry of Health. (2012). *Midwifery Continuity of Carer Model Tool-Kit*. Retrieved From <Http://Www.Health.Nsw.Gov.Au/Pubs/2012/> Pdf/Midwifery _Cont_Carer_Tk.Pdf

Nursalam dan Siti Pariani. (2000). *Pendekatan Praktis Metodologi Riset Keperawatan*. Jakarta: Salemba Medika

Nwaeze, I.L. et al., (2013). Perception And Satisfaction With Quality of Antenatal Care Service Among Pregnant Woman At The Univercity College hospital, Nigeria. Annals of Ibadan postgraduate medicine, 11(1), pp.22–8. Available at: <http://www.pubmedcentral.nih.gov/articlerender.fcgi/aid=4111061&tool=pmcentrez&rendertype=abstract>.

Oladapo, O.T. & Osiberu, M.O., (2009). "Do Sociodemographic Characteristics Of Pregnant Women Determine Their Perception of Antenatal Care Quality" *Maternal and Child Health Journal*, 13(4), pp.505–511. Available at: <http://link.springer.com/\10.1007/s10995-008-0389-2>.

Oliveira, D. do C., & Mandú, E. N. T. (2015). "Women With High-Risk Pregnancy: Experiences And Perceptions Of Needs And Care". *Escola Anna Nery - Revista de Enfermagem*, 19(1), 93–101. <https://doi.org/10.5935/1414-8145.201500>

Omar, M.S., Ariffin, H.F. & Ahmad, R.,(2016). :Service Quality, Customers Satisfaction and the Moderating Effects of Gender: A Study of Arabic Restaurants". *Procedia - Social and Behavioral Sciences*, 224(August 2015), pp.384–392.

Oyetunde, M.O. & Eleri, G.O., (2014) "Factors Influencing Use Of Antenatal Care And Delivery Services In Gwagwalada Area Council, Nigeria. African" *Journal of Midwifery and Women's Health*, 8(4), pp.196–202.

Patterson, D. (2011)."An Exploration of The Importanceof Emotional Intelligence In Midwifery" .Published In: *Evidence Based Midwifery Queen's University Belfast - Research*

Permenkes Republik Indonesia No. 75 Tahun 2014 Tentang Puskesmas

Petrovici, A., & Dobrescu, T. (2014). "The Role of Emotional Intelligence In

Building Interpersonal Communication Skills". *Procedia - Social and Behavioral Sciences*, 116, 1405–1410. <https://doi.org/10.1016/j.sbspro.2014.01.406>

Prastowo.A (2012). *Panduan Kreatif Membuat Bahan Ajar Inovatif*. Penerbit Diva Press : Yogyakarta

Pohan, Imbolo (2007) *Jaminan Mutu Layanan Kesehatan*. Penerbit Buku Kedokteran .ECG.Jakarta

Premberg, A (2010). "First-time fathers' experiences of childbirth a phenomenological " Journal homepage www. Elsevier.com/midw. Midwifery (27) 848–853

Rani, M., Bonu, S. & Harvey, S., (2007). "Differentials In The Quality Of Antenatal Care In India. International Journal for Quality in Health Care, 20(1), pp.62–71.

Ransom.S, Joshi.M, Nash.D., (2005) *The Healthcare Quality Book*, Vision, Strategy and Tools. Washington, USA : AUPHA Press,

Rechel, B., McKee, M., Haas, M., Marchildon, G. P., Bousquet, F., Blmel, M., Nolte, E. (2016). *Public Reporting On Quality, Waiting Times and Patient Experience In 11 High-Income Countries*. Health Policy, 120(4), 377–383. <https://doi.org/10.1016/j.healthpol.2016.02.008>

Riskesdas, (2013.) Riset Kesehatan Dasar. In Jakarta: Badan Peneltian dan Pengembangan Kesehatan, Kementerian Kesehatan RI.

Roter, D. et al., (1998). "The Effects of a Continuing Medical Education Programme In Interpersonal Communication Skills on Doctor Practice and Patient Satisfaction In Trinidad And Tobago" . *Medical Education*, 32(2), pp.181–9.

Saptarini, I., & Suparmi. (2016). *Pemanfaatan dan Kelengkapan Pelayanan Antenatal Care di Kelurahan Kebon*. Buletin Penelitian Kesehatan, 44(3), 173–180.

Segall, M., & Levin, L. (2006). *Private Health Sector Quality Improvement Package: Implementation Guide For Midwives*.

Shafii, M., Rafiei, S., Abooe, F., Bahrami, M. A., Nouhi, M., Lotfi, F., & Khanjankhani, K. (2016). "Assessment Of Service Quality In Teaching Hospitals Of Yazd University of Medical Sciences": Using Multi-Criteria Decision Making Techniques. *Osong Public Health and Research Perspectives*, 7(4), 239–247. <https://doi.org/10.1016/j.phrp.2016.05.001>

- Shah, S., Patel, A., Rumoro, D., & Hohmann, S. (2015). Managing patient expectations at emergency department triage. *Patient Experience*, 2(2). Retrieved from <http://pxjournal.org/journal/vol2/iss2/6/?utm>
- Shahin, A. & Samea, M., (2010). *Developing The Models Of Service Quality* 1–11. Available At: Www.Macrothink.Org/Bms
- Singh, M.K. et al., (2011). *Correlates Training Needs Assessment of Assistant Agriculture Officers of Manipur.* , 11(1), pp.120–121.
- Simarmata, (2014) *Implementasi Pembelajaran Berbasis Kontekstual Pada Keterampilan.* Universitas Pendidikan Indonesia / Repository.Upi.Edu | Perpustakaan.
- Sonnentag, S. & Frese, M., 2002. *Performance Concepts And Performance Theory.* Psychological Management of Individual Performance, pp.3–25.
- Sumarwan, U. (2004). *Perilaku Konsumen.* Penerbit PT. Ghalia Jakarta Indonesia.
- Sugiyono (2011). Metode Penelitian Kuantitatif, Kualitatif dan R& D. Bandung: Afabeta
- Sugiyono (2015). Metode Penelitian Pendidikan (Pendekatan Kuantitatif, Kualitatif dan R&D). Penerbit CV. Alfabeta: Bandung.
- Tetui, M., Ekirapa, E., Bua, J., Mutebi, A., Tweheyo, R., & Waiswa, P. (2012). "Quality Of Antenatal Care Services In Eastern Uganda": Implications For Interventions. *The Pan African Medical Journal*, 13, 1–15. Retrieved from <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC>
- Tesfaye et al., J (2017) "Maternal Antenatal Care Service Satisfaction And Factors Associated With Rural Health Centers, Bursa District, Sidama Zone, Southern Ethiopia: A Crosssectional Study". *Women's Health Care*, 6:2 DOI: 10.4172/2167-0420.1000363
- The Royal College of Midwives (2014). *High Quality Midwifery Care.*
- Thompson, D. a et al., (2013). "The Analysis Of Appointment System To Reduce Outpatient Waiting Time At Indonesia's Public Hospital". *Human Resource Management Research* 3(6), pp.27–33.
- Thompson, T.L. & Parrott, R.,(2002). *Interpersonal Communication And Health Care.* Handbook of Interpersonal Communication, Pp.680–725.

Tolegenova, A., Madaliyeva, Z., Jakupov, M., Naurzalina, D., Ahtayeva, N., & Taumysheva, R. (2015). "Management and Understanding Features in Communication Depending on Level of Emotional Intelligence". *Procedia - Social and Behavioral Sciences*, 171, 401–405. <https://doi.org/10.1016/j.sbspro.2015.01.139>

Turkmani, S., Homer, C., Varol, N., & Dawson, A. (2018). *A Survey Of Australian Midwives' Knowledge, Experience, And Training Needs In Relation To Female Genital Mutilation. Women And Birth*, 31(1), 25–30. <https://doi.org/10.1016/j.wombi.2017.06.009>

Webster, T. R., Mantopoulos, J., Jackson, E., Cole-lewis, H., Kidane, L., Kebede, S., Bradley, E. H. (2011). "A Brief Questionnaire For Assessing Patient Healthcare Experiences In Low-Income Settings". *International Journal For Quality In Health Care*, 23(3), 258–268.

White Ribbon Alliance (2011) *Respectful Maternity Care: The Universal Rights of Childbearing Women*

Widiastuti T, Kartasurya MI, Dharminto (2014). "Manajemen Deteksi Dini Ibu Hamil Risiko Tinggi Pada Pelayanan Antenatal Di Tingkat Puskesmas Kabupaten Jepara". *Jurnal Manajemen Kesehatan Indonesia*.

World Health Organization. (2005) : *Make Every Mother And Child Count*. WHO Library Cataloguing-in-Publication Data. ISBN 92 4 156290 0 (NLM Classification: WA 540.1)

Zimmo, K.,et all. (2017). "Diagnosis And Repair Of Perineal Injuries: Knowledge Before And After Expert Training-A Multicentre Observational Study Among Palestinian Physicians And Midwives". *BMJ Open*, 7(4), 1–7.