

## Analysis of Quality of Care Exceeding Mother's Satisfaction After Giving Birth Assisted by a Midwife

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### Abstract

**Introduction:** Quality of service is a service provided by health personnel to make the client or some of the community will feel satisfied with the service received in accordance with their needs. And client will be satisfied if the service they received are in line with their expectations. Based on demography health survey data in Timor-Leste in 2009/2010 showed that the maternal mortality rate was 557/100.000 live births, and the child mortality rate was 45/1.000 live births. Therefore, to reduce the mother and child mortality rate in this country, it is necessary to improve the quality of service to strengthen the trust between client and health worker to keep client closer to the nearest health family. **Objective:** Is Analysis the quality of service of midwifery through the satisfaction of the post partum mother on midwifery assistance during the delivery at Hospital Regional Eduardu Ximenes Baucau. **Method:** The method use in this research is quantitative method. The sample in this study were all pregnant women who gave birth at certain time with a sample size of 72 people and the techniques used to determine this sample is Quota sampling technique. **Results and Discussion:** based on the result of the study, the majority of mothers have a good perception and are satisfied with the quality of service provided by midwives. Judging from the result that there is a positive correlation between service quality and patient satisfaction level. **Conclusion:** From the result of 72 respondents there is a positive relationship to the quality of service with patient satisfaction level. Therefore, the study hopes that it can provide benefits to pregnant women to be able to get closer to the nearest health facility in order to get quality services, and for midwives to always provide quality service to clients to strengthen the relationship between health workers with the community, especially to reduce maternal and infant mortality rate in Timor-Leste.

**Keywords:** Perception; Quality of Service; Satisfaction;

How to Cite

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## **Introduction**

In the era of globalization, competition has become an important factor in both domestic, national, and international markets. This has led to the development of the Hospital industry. Hospitals have a significant social and economic function (Makmun, 2022). In the Hospital industry, there is a need for competition to provide fast, reliable, and trustworthy service to patients. To achieve patient satisfaction, hospitals must compete by providing quality services (Supriatna, Rasmun, & Kadir, 2023)

If the quality of care is not maintained, there is a possibility that the total number of patients will decrease. Patient satisfaction greatly influences the number of patient visits to the hospital (AFRIANI, 2023). Patients may feel dissatisfied if they must wait too long, if the health personnel are not courteous, or if they lack the skills to provide good care. This can disappoint patients. Patients feel satisfied when they receive care that meets their needs and expectations. Overall, patient satisfaction is a key factor in the success of a hospital (Ali, Jusoh, Idris, & Nor, 2024). Midwifery is an issue that requires careful attention and maximum support from comprehensive and interrogative standards regarding the characteristics and good behavior that each midwife must have. The media, including print and electronic media, have a significant impact on midwifery care.

To achieve national development goals, especially in the health sector, priority must be given to providing quality care to improve the health of the community and families specially in terms of the health of mothers and children, it is important that health professionals and team members provide good health care in order to achieve development goals (Lorwena & Kaja, 2023). As a midwife working in a health center, it is necessary to put in a lot of effort to provide good and comprehensive care for mothers, especially those who are pregnant, in labor, breastfeeding, and for children under five, so that they can grow up healthy and become healthy individuals physically and spiritually (Elly Susilawati, Yanti, & Siska Helina, 2022)

A successful hospital is not only complete in terms of health facilities, but also has a sufficient amount of human resources that have an important impact on the perception and outcome of patient care (Marzo et al., 2021). If a hospital does not pay attention to these important elements in the future, it will lose many of its patients, and these patients will turn to other health facilities that can respond to their needs, expectations, and desires in accordance with their hope. Many patients are important assets that are necessary to develop the hospital industry (Yulia, 2023)

Patients feel satisfied not only with a good physical environment and facilities but also with the personal efforts of healthcare workers in order to provide patient satisfaction, especially with good interaction between healthcare workers and patients during the treatment process (Novitasari, 2022). The interaction between patients and healthcare workers is very important to address patients' feelings at the time of receiving treatment and particularly in the time that clients need help. This interaction process is greatly influenced by healthcare workers' behavior or attitude during the treatment process and

therefore, healthcare workers need to pay attention, be sympathetic, quick to attend and have good communication with patients and others

Quality service is the kind of service that makes patients feel satisfied and able to respond to their needs, and also exceed their expectations, and therefore there should be a commitment to improving the quality of services in order to achieve the targets established by the government (Febres-Ramos & Mercado-Rey, 2020). Thus, health is an important sector in people's lives and the government has policies through the Ministry of Health that prioritizes individual, family, group, and community health, through promotive, preventive, curative, and rehabilitative programs, so that they can anticipate and minimize the mortality rate of all kinds of diseases that the population may face in their daily lives. Based on the Demographic Health Survey of Timor Leste in 2009/2010, it was revealed that the maternal mortality rate was 557/100,000 births and the infant mortality rate was 45/1,000 live births (DHS-TL 2009/2010).

According to the statistical report on health in Timor Leste in 2014, the number of maternal pregnancies to visit ANC first with total 65.0% and maternal pregnancy to visit ANC fourth with total 41.6% and taxa drop out the first and fourth visit with a total 36.0%. (Rel. Est.de Saúde 2014). Based on the health statistics report for Baucau Municipality in 2014, it is stated that the number of maternal mortalities out of a total of 6/359 births and the number of infant mortalities out of a total of 23/359 births. Also, the number of visits made by two pregnant women who visited the First Antenatal Care in the first place was 57% and those who visited the First and Second Antenatal Care was 43.7%, and the Drop Out Rate for visits to the First and Second Antenatal Care was 23.4%. (Health Statistics Report 2014).

Based on a phenomenal study in October 2016, where I observed childbirth care and spoke with mothers after giving birth under fire and with 15 respondents who were not satisfied with the care they received. With this interesting problem as a researcher, I want to conduct research on Quality Analysis of Care Based on the Satisfaction of Mothers After Giving Birth Under Fire from Midwives' Assistance

## **Method**

This research method is a quantitative method. This research was conducted in the maternity ward of Baucau Referral Hospital. The population of this research is pregnant women who gave birth in the maternity ward of Baucau Referral Hospital from October-December 2016 with a total of 251 people.

Sampling technique Quota sampling size is a technique that is not based on stratum and location but based on the total number of samples that have been decided. Total sample 251 people, the total amostra 72. The data collection instrument was a questionnaire. Bivariate data analysis used SPSS software to analyze multivariable chi square using logistic regression.

**Result and Discussion**

**Result**

**1. Univariate Analysis**

Description of Data on Respondent Characteristics in HoREX Baucau There is a possibility that some characteristics, especially age and level of education of the mother, may have a relationship or impact on the mother's perception of the quality of care provided by the midwives, as well as their levels of satisfaction. To understand this more clearly, let us refer to Table below:

**Table 1**

Distribution of mother's characteristics after giving birth in HoREX Baucau, 2017

<i>Age category</i>	<i>Frequency</i>	<i>Percentage</i>
<20 A	10	13,9 %
21-35 A	53	73,6 %
>36 A	9	12,5 %
<i>Total</i>	72	100,0 %

*Sources: Questionnaire Results*

Based on the above table, it shows that most of the mothers (73.6%) are in the age category of 21-35, compared to those mothers who are younger than 20 or older than 36 years old.

**Table 2**

Distribution of Data on Characteristics of Female after Giving Birth Based on Education Level in HoREX Baucau, 2017

<i>Category Education level</i>	<i>Frequency</i>	<i>Percent</i>
LE	3	4,2%
EP	9	12,5%
EPS	16	22,2%
ESC	27	37,5%
ES	17	23,6%
<i>Total</i>	72	100%

*Sources: Questionnaire Result*

Based on table 02 above, it shows that Females with Upper Secondary Education Level have the highest percentage (37.5%) compared to those with other education levels.

**Description of Data on Perception of Maternal Health Care Quality at HoREX Baucau**

Through this description, we aim to understand how the perception of postnatal mothers on the quality of midwifery care is. Quality healthcare is healthcare that meets the needs of the population and satisfies their level of satisfaction. If healthcare is provided with quality and according to the patient's expectations, there is a high probability that the patient will feel satisfied. However, if healthcare does not meet the patient's expectations, the patient may feel dissatisfied. To understand better the patients' perception of the quality of care, the frequency distribution is presented in table 4.

**Table 3**

Shows the frequency distribution of perception of maternal health care quality based on patient beliefs at HoREX Baucau in 2017

<i>Perseption beliefs</i>	<i>Frequency</i>	<i>Percent</i>
<i>La Diak</i>	29	40,3%
<i>Diak</i>	43	59,7%
<i>Total</i>	72	100,0%

The table reveals that midwives can provide timely, effective, and efficient care, as perceived by 59.7% of patients, while the remaining 40.3% felt otherwise.

**Table 4**

Frequency distribution of Care Quality Guarantee Perception at HoREX Baucau in 2017

<b>Guarantee Perception</b>	<i>Frequency</i>	<i>Percent</i>
<i>Not good</i>	24	33,3
<i>Good</i>	48	66,7
<i>Total</i>	72	100,0

*Sources: Questionnaire*

Results Based on Table 05 above, it can be said that midwives provide services that are in relation to their capability, knowledge, good attitude and in accordance with patient expectations which corresponds to their good perception with a maximum percentage of 66.7%, while those with a not-so-good perception only make up a small percentage

**Table 5**

Frequency distribution of Care Quality Perception based on Attention at HoREX Baucau, 2017

<b>Attention Perception</b>	<i>Frequency</i>	<i>percent</i>
<i>Not good</i>	28	38,9
<i>Good</i>	44	61,1
<i>Total</i>	72	100,0

*Sources: Questionnaire*

Based on table 06 above, it shows that through this service, midwives pay attention to each patient's feelings and give attention to everyone according to their respective needs and in a good perception with a maximum percentage of (61.1%), compared to a negative perception.

**Tabel 6**

Shows the distribution of frequency data regarding the quality of care based on perspective of perception in HoREX Baucau, 2017

<i>Perspective of perception</i>	<i>Frequency</i>	<i>percent</i>
<i>Not Good</i>	28	38,9
<i>Good</i>	44	61,1
<i>Total</i>	72	100,0

*Source: Result Questionary*

The perspective of perception indicates that 61.1% of patients perceived the care provided by midwives as good, while 38.9% perceived it as not good. The source is from the questionnaire results. Based on table 07 above, it indicates that the care provided by midwives to patients must be fast, comprehensive, and with clear information according to their respective conditions and in a positive perception with a maximum percentage of (61.1%), compared to a negative perception.

**Table 7**

Distribution of frequency data on Quality of Care based on Physical Examination at HoREX Baucau, 2017

<i>Perception of Physical Examination</i>	Frequency	Percent
<i>Not Good</i>	23	31,9
<i>Good</i>	49	68,1
<i>Total</i>	72	100,0

Sources: *Questionnaire Results*

Based on the above Table 08, it means that the midwives' capacity that needs to exist in infrastructure means also that all instruments need to be available to be used with appearance and can provide contentment to each patient with their corresponding good perception and a maximum percentage is (68.1%) and there is only one that has a perception that is not good.

### **Description of Data on Mother's Satisfaction Level After Giving Birth at HoREX Baucau**

In this section, we will discuss the level of sentiment of mothers after giving birth because of the healthcare services they received. We will compare the results with their expectations. To better understand the results, we will look at

**Table 8**

Which shows the frequency distribution of the satisfaction level of mothers who gave birth at HoREX Baucau in 2017.

<b>Satisfaction level</b>	<b>Frequency</b>	<b>Percent</b>
<i>Unsatisfaction</i>	31	43,1
<i>Satisfaction</i>	41	56,9
<i>Total</i>	72	100,0

The table reveals that 56.9% of the mothers were satisfied, while 43.1% were dissatisfied with the healthcare services they received. The data suggests that almost 50% of the mothers were not satisfied with the services provided by the healthcare personnel. Therefore, it is important to improve the quality of healthcare services to meet the satisfaction level of the patients.

## **2. Bivariate Analysis**

Description of the Relationship between the Satisfaction Level of Mothers after Giving Birth and the Quality of Healthcare Services.

**Table 9**

Shows the Relationship Between Perception of Trust and Satisfaction Level After Giving Birth with Assistance from Midwives in HoREX Baucau 2017

Perception of Trust	Satisfaction Level						Pearson Chi-Square	p-value	OR
	Not satisfied		Satisfied		Total				
	F	%	F	%	F	%			
No good	15	48,4	14	34,1	29	40,3	1,488 <sup>a</sup>	0,222	1,808
Good	16	51,6	27	65,9	43	59,7			
<b>Total</b>	<b>31</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>72</b>	<b>100</b>			

The table presents data on patients' perception of trust, satisfaction level, and level of belief in midwives. The analysis of the bivariate table, using the Chi Square test with an OR value of 1.80, indicates that those with a positive perception of trust have the potential for 1.80 times greater satisfaction than those without a positive perception of trust. However, the p value (0.222) is greater than the alpha level, indicating that there is no significant relationship between Perception of Trust and Satisfaction Level After Giving Birth with Assistance from Midwives.

**Table 10**

Relationship Between Perception Regarding Guarantee and Satisfaction Level After Giving Birth Assisted by Midwife at HoREX Baucau, 2017.

Satisfaction Level	Perception Regarding						Pearson Chi-Square	P Value	OR
	Not satisfied		Satisfied		Total				
	F	%	F	%	F	%			
Not good	13	41,9	11	26,8	24	33,3	1,813 <sup>a</sup>	0,178	1,97
Good	18	58,1	30	73,2	48	66,7			
<b>Total</b>	<b>31</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>72</b>	<b>100</b>			

Based on table 10 above, it shows that out of 30 correspondents who had a good perception and felt satisfied, compared to those who had a not good perception, there were 18 correspondents who had a good perception but were not satisfied.

Therefore, returning to the results of the bivariate analysis using the Chi Square test formula with an OR value of 1.97, it indicates that correspondents who had a good perception have the potential to be satisfied by 1.97 times when compared to those who had a not good perception. However, the statistical test results show that the P value (0.178) is almost close to the alpha value, indicating that there is a weak relationship between perception of guarantee and patient satisfaction level

**Table 11**

Relationship between Perception of Attention and Satisfaction Level of Postpartum Care from Midwives in HoREX Baucau, 2017.

Satisfaction Level	Perception of Attention						Pearson Chi-Square	P Value	OR
	Not satisfied		Satisfied		Total				
	F	%	F	%	F	%			
Not good	17	54.8	11	26.8	28	38.9	5.827 <sup>a</sup>	0.016	3.31
Good	14	45.2	30	73.2	44	61.1			
<b>Total</b>	<b>31</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>72</b>	<b>100</b>			

Based on table 011 indicating that those with a positive perception of care were 3.31 times more likely to feel satisfied compared to those with a negative perception. The potential to satisfy at 3.31 is not compared to one with a poor perception, furthermore, it is also shown by the statistical test result that the P value (0.016) is lower than the alpha value, meaning that there is a significant relationship between the perception of Attention and the patient satisfaction level.

**Table 12**

Relationship between Perception of Ability and Perspective on Satisfaction Level After post-partum Supported by Midwife Assistance at HoREX, Baucau, 2017

Satisfaction Level	Perception of Ability Perspective						Pearson Chi-Square	p-value	OR
	Not satisfied		Satisfied		Total				
	F	%	F	%	F	%			
La Diak	17	54.8	11	26.8	28	38.9	5.827 <sup>a</sup>	0.016	3.31
Diak	14	45.2	30	73.2	44	61.1			
<b>Total</b>	<b>28</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>72</b>	<b>100</b>			

Based on the table shown above, it indicates that out of the 30 correspondents, those who have a good perception of their ability and feel satisfied are 3.31 times more likely compared to those who have a bad perception. Among the 17 correspondents who have a bad perception, they feel unsatisfied when compared to those who have a good perception. The results of the bivariate analysis show by using the Chi Square test formula with an OR value of 3.31, it indicates that those who have a good perception have the potential to satisfy three times more than those who have a bad perception. Furthermore, the statistical test results show that the P value (0.016) is less than the alpha value, which means that there is a significant relationship between the perception of ability perspective on satisfaction level of patients.



**Table 13**

Relationship Between Perception of Physical Examination and Level of Satisfaction of Mothers after Giving Birth with Midwife Assistance in HoREX Baucau, 2017

Level of Satisfaction	Perception of Physical Examination						Pearson Chi-Square	p-value	OR
	Unsatisfied		Satisfied		Total				
	F	%	F	%	F	%			
Not good	12	38.7	11	26.8	28	31.9	1.146 <sup>a</sup>	0.284	1.72
Good	19	61.3	30	73.2	44	68.1			
<b>Total</b>	<b>31</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>72</b>	<b>100</b>			

Based on the above table, it shows that out of 30 correspondents who had a good perception and felt satisfied after giving birth with midwife assistance, there are 1.72 times more chances of having a good perception and feeling satisfied as compared to those who had an unsatisfactory perception. Similarly, out of 19 correspondents who had a good perception but felt unsatisfied, there are no significant differences in relation to the perception of the physical exam and the level of patient satisfaction based on the Chi Square test with a value of OR = 1.72 and P value of 0.284 which is greater than the alpha value.

### 3. Multivariate Analysis

Through this description we can understand more about the dominant factors or strong relationships with patient satisfaction levels.

**Table 14**

Shows the distribution of the predominant factors regarding patient satisfaction levels after delivery assistance from midwives in HoREX Baucau, 2017

Predominant Factor	B	S.E.	Wald	df	Sig.	Exp(B)	95% C.I. for EXP(B)	
							Lower	Upper
Attention Perception	1.132	.511	4.916	1	.027	3.102	1.140	8.436
Perspective Perception of Capability	1.132	.511	4.916	1	.027	3.102	1.140	8.436
Constant	-.215	.443	.236	1	.627	.806		

Based on Table 14 above, it is shown that the predominant factors, which have a significant impact on patient satisfaction levels, are Attention Perception and Perspective Perception of Capability. Therefore, it is important to improve the midwives' capacity and knowledge regarding these factors, especially in providing attention to each individual and clear information about their conditions

## **Discussion**

### **Characteristics of Respondents**

Based on the research results conducted at HoREX Baucau, 72 respondents showed that most respondents were aged 21-35 (73.6%) compared to other age groups. It can be concluded that most respondents who are in the age group of 21-35, indicating that most mothers have matured enough to make decisions based on their own experiences. In relation to the theory of Fitriani (2011) which stated that a person's age is calculated from the start of their life until a birthday or day of birth, age is also a key characteristic of a person. Age is also a factor that can have an impact on decision making when faced with problems, especially those related to health or illnesses that they have experienced before. As age increases, it shows that the person has matured or has the ability and capacity to think and make decisions based on their experience. From the age of mothers, it can also determine the health of the mother and child, especially in relation to the condition of their body, giving birth, postpartum period, and how to care for their baby. Mothers who are under 20 years old show that they have not yet matured and do not have much knowledge on social and body issues, and they may need more guidance from others to make decisions for themselves and their babies. Therefore, mothers aged 21-35 are considered to have already reached maturity and reproductive age, where they can calmly handle problems emotionally and make decisions for themselves and their children.

According to the research, age is a determining factor that is very important for people's thoughts, especially because those between 21-35 years old are already mature and have thoughts about their reproductive parts. Age also becomes a characteristic of maturity for everyone, especially in relation to their strong personality, which can give a good perception and make good decisions. Based on research results from HoREX Baucau, 72 respondents showed that most had a secondary education level compared to other education levels. The conclusion was that most of the respondents with a secondary education level showed that their knowledge and perception was good and easy to comprehend and perceive the treatment according to their experience.

Based on the theory of Notoatmodjo (2003), patients with a secondary education level have the possibility of understanding the illness they feel and, with good education and awareness, they will find it easier to face and accept the reality of the treatment they receive. According to research Education level also becomes a determining factor for their perception because those with education level tend to have good perceptions and awareness to evaluate and make decisions based on the treatment they receive.

### **Quality of Care According**

To the research results, 72 respondents stated that the quality of care provided by midwives is good and of good quality, as they receive good assistance and care from midwives. This indicates that midwives must provide good quality assistance based on existing standards. According to the research, good quality care can result in good health outcomes for both mother and child.

Quality care means midwives provide security and happiness to each patient who receives care from midwives. In relation to the theory of Marie Tando (2013), quality of care is care that can satisfy patients and satisfy the community's expectations for care according to existing standards and ethical codes.

### **Perception of Trust**

Based on the results of research conducted at HoREX Baucau regarding perceptions of trust, the results showed that respondents who had a positive perception of trust accounted for the majority (59.7%) compared to those with a negative perception. The conclusion is that most of the respondents have a positive perception of the quality of service, particularly in terms of trust. This is in line with the theory of Assegaff (2009) who believes that trust is the capacity of a person to fulfill promises by being consistently punctual and providing effective and efficient service. According to Tjiptono and Chandra (2011), trust is a person's ability to provide fast, accurate and efficient service to satisfy every customer or client. This also means that an industry must provide efficient and effective service, especially in the initial moment that customers contact the industry.

According to the author, when we talk about service quality, there must be trust between midwives and clients so that patients can address all their problems and midwives can provide good, fast, efficient, and relevant service to meet their needs or solve their problems.

### **Regarding Perception**

Based on the results of research conducted at HoREX Baucau regarding guarantee perceptions, the results showed that most respondents (66.7%) had a good perception of guarantees compared to those who had a negative perception. In conclusion, most clients have a positive perception of the quality of service provided, particularly in terms of guaranteeing their health by the midwives using their skills to provide good service according to their expectations. According to the theory of Tjiptono and Chandra (2011), guarantee also includes some aspects such as competence, capacity, and good behavior or attitude from health personnel (staff) that can gain the trust of clients and provide a safe place for their satisfaction.

According Assegaff (2009) explains, guarantee is also an important aspect for health personnel because it can build clients' trust and maintain their confidence in the health personnel. Therefore, midwives must have the necessary knowledge, skills, good behavior, and effective communication to provide satisfaction to clients. Through effective communication and private interests, midwives can also reduce the illnesses or problems that clients may perceive and help them access health facilities.

### **Attention Perception**

Based on the research results conducted at HoREX Baucau regarding attention perception, it shows that respondents who have a positive perception of attention from the majority is higher compared to those who have a negative perception. The conclusion is that most respondents have a good perception of the quality of care, especially from midwives who give attention to their clients. In relation to the theory of Assegaff (2009), attention is a guarantee that health personnel (staff) give to every individual or private client, with the effort to understand and comprehend each client's needs and problems. Problems or issues can occur suddenly, but health personnel's interest is to be able to resolve them, understand the clients' needs and their necessities.

According to Tjiptono and Chandra (2011), attention is a factor that facilitates midwives and clients to have a good relationship through communication and attention given to each individual or private client. Therefore, health personnel or staff can understand and comprehend each client's needs and problems. In conclusion, attention is highly important for every client because with good attention and communication between midwives and clients, midwives can provide efficient and effective services for each client's needs and necessities. By providing good attention and communication, it can also reduce or minimize the sickness or pain that clients feel.

### **Perspective Perception**

Based on the results of research conducted at HoREX Baucau regarding the Perspective perception, the results showed that most respondents (61.1%) have a positive perception about the Kbiit-Perspective, compared to those who have a negative perception. The conclusion is that most clients have a positive perception about the quality of service, especially regarding information that is clear according to their needs. According to Tjiptono and Chandra's theory (2011), Kbiit-Perspective is seen as a desire of health personnel to be able to assist clients with clear information, and pay attention to the midwife's strength and strong forces, especially in providing efficient, effective, and clear services with necessary information.

As stated by Assegaff (2009), Perspective is considered a policy to provide easy, fast, and efficient service to each client. With good service and the capacity to swiftly resolve weaknesses in a professional manner, we can have a positive perception of the service quality. Therefore, it is important to provide clear information or explanations that can benefit clients. The Perspective can be seen as the capacity of midwives to provide services that are easy, efficient, and effective, which requires clear and relevant information based on clients' conditions. With clear and relevant information, together with a strong interest, it will reduce and minimize any ailment that clients feel. Ultimately, it can help strengthen the trust and relationship between midwives and clients.

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### **Physical Certificate Perception**

Based on the research results conducted at HoREX Baucau regarding the perception of physical certificates, most respondents (68.1%) have a positive perception of physical certificates, either by purchasing one or having a good perception without buying one. The conclusion is that most respondents have a positive perception of physical certificates, especially regarding facilities and infrastructure, and with the appearance of human resources that provide satisfaction to clients.

As Assegaff (2009) mentioned, physical certificates are like good visual representation that require complete and adequate facilities, infrastructure, and instruments, as well as competent human resources who can satisfy clients' needs. According to Tjiptono and Chandra (2011), physical certificates are like a good visual appearance of service facilities, complete instruments, and good human resources that provide satisfaction to clients. The article suggests that physical certificates are essential in the hospital industry. As hospitals require complete and adequate facilities, infrastructure, and competent human resources to satisfy their clients, physical certificates become an important factor in increasing client satisfaction in hospitals

### **Patient Satisfaction Level regarding Service Quality at HoREX Baucau**

Based on the research data conducted at HoREX Baucau for 72 correspondents, it showed that most patients (56.9%) felt satisfied with the health services provided, compared to those who felt dissatisfied. However, the result also showed that the majority (40%) felt dissatisfied with the services provided by midwives. The conclusion is that the majority of respondents feel dissatisfied, therefore it is important to provide quality services to satisfy the clients. In relation to the study conducted by Matenek Pohan in 2006, satisfaction is a level of feeling that an individual or community feels after comparing the results with their expectations. Patients will feel satisfied if they receive the same or better results than their expectations. They will not be satisfied if the results do not meet their expectations, which will leave them disappointed. According to Kotler (2007), patient satisfaction is a level of feeling that is formed after comparing the results obtained with the expectations they had. This feeling is based on the experience and perception of each individual client.

### **Relationship between Service Quality and Patient Satisfaction Level**

Based on the research conducted at HoREX Baucau, it was identified that there are five variables that have an impact on patient satisfaction level: Trust, Guarantee, Attention, Authority Perception, and Physical Certificate. The statistical analysis using the Chi-Square formula showed that there is a positive correlation between patient perception of service quality and their satisfaction level. The results of the statistical analysis showed that the perception of respondents regarding Guarantee, Attention, and Authority Perception have a P Value that is close to the alpha value (0.05), which indicates that the Ho hypothesis is accepted, meaning that there is a relationship between perception

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of Guarantee, Attention, and Authority Perception and Patient Satisfaction Level. However, the statistical analysis results for Trust and Physical Certificate showed a P Value that is larger than the alpha value (0.05), which indicates that the  $H_0$  hypothesis is rejected, meaning that there is no relationship between perception of Trust and Physical Certificate with Patient Satisfaction level. In conclusion, these five variables have a positive significance on patient satisfaction level

This is consistent with the findings of Sanka (2012) that there is a positive and significant correlation between service quality and patient satisfaction. Similarly, Zafar et al. (2012) found a positive relationship between service quality and patient satisfaction. Therefore, the research results support the idea put forth by Pohan (2006) that patient satisfaction is a measure of their emotional state, which comes because of the service they receive. According to Kotler (2007), patient satisfaction is a measure of their emotional state that arises after comparing their expectations with the results they receive. According to the written records, perception about the quality of care has a very positive impact on patient satisfaction level. This is because, if the midwives provide care with good quality and according to the respondents' expectations, the majority will feel satisfied. However, if the healthcare personnel's behavior contradicts the patients' expectations, the result will disappoint the patients.

Returning to the issue of midwifery care during the childbirth process, it is shown that the quality of care has a significant impact, especially the midwives' ability and behavior in relation to the mode or action, attention taken, and clear information about the patient's condition. Therefore, these three factors themselves are very important factors that are felt directly by patients, and they need careful attention for patients to feel satisfied and able to respond to their needs. In theory, if the care does not meet the patient's expectations, the patient will feel dissatisfied, but they will feel satisfied if the healthcare personnel follow their expectations

**Description of the predominant factors**

Based on the results of the multivariate analysis, it shows that the factor that has a strong or dominant relationship is the perception of attention and perspective of power. Therefore, through the analysis of the quality of these various services, it can be said that the quality of the service has a significant impact on the patient's satisfaction level. Therefore, it is necessary to maintain and improve the quality of services to satisfy all respondents who come to the HoREX in Baucau and not disappoint them with the services provided. Health is an extremely important sector for all people, not only to be able to respond to their complaints, but also to maintain and improve their physical and psychological wellbeing. When someone feels physically healthy, it does not necessarily mean they are healthy psychologically too. Because of this, we understand that people who are ill have a sensitive emotional state, therefore, requiring services that are of good quality and good behavior so that they can respond favorably to their needs or complaints.

## **Conclusion**

From the characteristics of respondents 72 that most mothers are aged 21-35 than compared to other ages, as well as most respondents who finished with pre-secondary education level than compared to other levels of education. Because mothers who are aged between 21-35 and their level of education is high shows that these mothers have a mature mind and understanding that is good to be able to take care of themselves and their babies. Through the perception of 72 respondents about the quality of service, especially perception about Trust, Guarantee, Attention, Perspective and Physical Attestation showed that most respondents have a good perception than compared to one that has a bad perception. Because the author sees that most mothers have a mature mind and high understanding to be able to perceive something according to their perception that is especially give their perception of the care, they receive from the midwife according to their experience that make they have.

Through the results on the level of satisfaction of 72 respondents showed that most respondents feel satisfied. Because patient satisfaction is the level of feeling of a person that arises after they make a comparison between their expectations and the results of care they receive. Through the results of cross tabulation on the quality dimension and the level of patient satisfaction showed that there is indeed a positive relationship between the quality of care and the level of patient satisfaction. With this care that the midwife gives becomes a subject or point that is very important and becomes a determining point for a person's feelings. Likewise, the client will feel satisfied if the care given by the midwife is of good quality and on the contrary, the patient will feel dissatisfied if the care given by the midwife is not of quality or does not meet the expectations of the clients, the results of the odds ratio show that the factors that give a strong risk to the level of patient satisfaction are attention and perspective. Because of the attention and information that midwives give as a very important issue to the client so that they can trust and remain confident in health personnel especially midwives and through giving attention and clear information can also further strengthen the relationship between client and midwife

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