

ABSTRAK

Persepsi Ibu – Ibu Pengguna Jasa Puskesmas
Terhadap Pelayanan Kesehatan Di Puskesmas
Studi Kasus Puskesmas Godean I

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Pelayanan kesehatan suatu negara diukur dengan menentukan tinggi rendahnya angka kematian ibu dan anak dalam 100.000 persalinan hidup. Sedangkan tingkat kesejahteraan suatu bangsa ditentukan dengan seberapa jauh gerakan KB dapat diterima

Penelitian ini bertujuan untuk mengetahui persepsi ibu – ibu terhadap pelayanan kesehatan di puskesmas meliputi:

1. Persepsi terhadap pelayanan KIA
2. Persepsi terhadap pelayanan KB.
3. Persepsi terhadap pelayanan Imunisasi
4. Perbedaan persepsi ibu – ibu terhadap pelayanan kesehatan di Puskesmas dilihat dari tingkat pendidikan
5. Perbedaan persepsi ibu-ibu terhadap pelayanan kesehatan di Puskesmas dilihat dari tingkat pendapatan.

Penelitian dilaksanakan pada bulan Novembar – Desember di Puskesmas Godean I kecamatan Godean, Sleman Yogyakarta. Adapun yang menjadi subyek penelitian adalah ibu – ibu pengguna jasa pelayanan KIA, pelayanan KB dan pelayanan Imunisasi yang berjumlah 120 orang. Data dikumpulkan dengan menggunakan metode kuesioner, dokumentasi dan wawancara. Teknik pengambilan sampel yang digunakan adalah *sampling accidental*.

Teknik analisis yang digunakan untuk mengetahui persepsi responden dengan analisis Skala Likert. Untuk mengetahui perbedaan persepsi terhadap pelayanan kesehatan tersebut dengan analisis varians.

Berdasarkan hasil analisis data disimpulkan bahwa ibu – ibu mempunyai persepsi positif pada pelayanan KIA, pelayanan KB dan pelayanan Imunisasi dan tidak ada perbedaan persepsi ibu – ibu dilihat dari tingkat pendidikan dan tingkat pendapatan.

ABSTRACT

Women's Perception Toward Health Services at Local Government Clinic Services ("Puskesmas") A Case Study at Local Government Clinic " Godean I"

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A Country Health services is measured by determining the mortality rate of mother and child in one hundred thousand of life childbirth. While the prosperity level of a country is established by the acceptance of family planning in society.

The aim of the research was to know the women's perception toward health services of local government clinic. These services involved :

1. The perception toward the service of Mother and Child Healthy.
2. The perception toward the service of Family Planning program.
3. The perception toward the service of Immunity.
4. The differentiation of women's perception viewed from educational level.
5. The differentiation of women's perception viewed from income level.

The research was conducted from November to December 2002 in local government clinic "Godean I", sub-district of Godean, Sleman, Yogyakarta. Whereas, the subjects of the research were the women whose required Mother and Child Healthy service, Family Planning service, also Immunity service as many us one hundred and twenty people. Meanwhile, the data was collected by using questionnaire, documentary, and interviews methods. The technique of taking sample was accidental sampling.

The Technique of analysis that was used to know the respondents' perception was the Likert scale. While variance analysis was used to find out the differentiation of perception toward those above health service. Based on the data analysis result, it could be concluded that the women had a positive perception toward all the health service and there was not any differences of women's perception viewed from educational and income level.