



**INTERNASIONAL CONFERENCE ON
MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE**
VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)
<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmajs>

An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital

I Gusti Ayu Ketut Widya Anggreni^{1 *}, Ni Wayan Ariyani, Gusti Ayu Tirtawati²

^{1,2,3} Department of Midwifery, Poltekkes Kemenkes Denpasar, Bali, Indonesia

Article history

Posted : 2025-08-30
Reviewed : 2025-12-05
Received : 2025-12-13

ABSTRACT

Good quality of health services is an important factor in increasing patient satisfaction, including postpartum mothers undergoing treatment at health facilities. This study aims to provide an overview of the level of satisfaction of postpartum mothers with the quality of health services in the Melati II Room of Buleleng District Hospital. The method used is descriptive explorative with a quantitative approach. The study population was postpartum mothers treated in the Melati II Room from March to April 2025. The sample size in this study was 80 respondents. The technique used was purposive sampling with specified criteria. Data were collected through questionnaires regarding the characteristics of postpartum mothers and the level of satisfaction with the midwifery services received. Data analysis was carried out descriptively to describe the characteristics of respondents and the level of satisfaction with health services. The results showed that the level of satisfaction of postpartum mothers with health services in the Melati II Room was in the good category, with an average conversion value of 79 on a scale of 100. The elements with the highest scores were the reasonableness of service costs and complaint handling, while the quality of facilities and infrastructure had the lowest score. The conclusion of this study shows that health services in the Melati II Room are quite adequate but there needs to be an improvement in the physical facilities aspect. It is recommended that Buleleng District Hospital improve the quality of physical facilities, room comfort, and cleanliness.

Keywords: Postpartum Mother Satisfaction, Midwifery Services, Maternal Health Services

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejournal.poltekkes-denpasar.ac.id/index.php/icmajs>

INTRODUCTION

High-quality healthcare services are a primary determinant of the population's health status. The postpartum period—defined as the first 42 days after delivery—is a critical phase for the mother's physical and psychological recovery as well as the newborn's adaptation. Optimal midwifery care during this time can reduce the risk of complications and maternal and neonatal mortality (World Health Organization, 2022; Ministry of Health of the Republic of Indonesia, 2018).

Several studies have underlined that maternal satisfaction with postpartum care is influenced by the quality of communication, education, and emotional support provided by healthcare personnel. Aladwan, Farah, and Hasan (2021) reported a positive correlation between staff responsiveness and patient satisfaction in postnatal care. Permata Sari, Lestari, and Wulandari (2023) found that 44.7 % of postpartum mothers at Padangsari Community Health Center were satisfied with the services received, yet limited knowledge and inadequate facilities still hindered their comfort. A survey at Sebening Kasih Hospital indicated a 75 % satisfaction rate among postpartum mothers, highlighting cleanliness and staff friendliness as key factors (Khidhiyyatus Sa'adah, Nugraheni, & Setiawan, 2023). Lioni Argista, Astuti, and Cahyono (2024) reported that 86 % of postpartum mothers in a specific ward felt the care met their expectations, although service speed and communication remained areas for improvement.

At the Buleleng District General Hospital (RSUD), an internal survey of the Melati II Ward yielded an 86.88 % satisfaction score against the national standard of ≥ 90 % (Manullang, Rahmawati, & Priyono, 2024). These findings suggest that, although most mothers perceive the care as adequate, gaps persist between expectations and reality—particularly in the efficiency of care processes, clarity of information, and comfort of facilities (Suyatmi, Hartati, & Wijaya, 2024). It is therefore essential to explore these issues further in order to develop evidence-based recommendations for improving postpartum midwifery services at RSUD Buleleng.

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmajs>

This study aims to measure and analyze the level of satisfaction among postpartum mothers with the midwifery services provided in the Melati II Ward of Buleleng District General Hospital, as a basis for quality improvement recommendations. The results are expected to contribute concretely to enhancing the quality of postpartum care and reducing maternal and neonatal complications and mortality in the region.

METHOD

This study employed an exploratory descriptive design with a convergent cross-sectional approach, meaning that quantitative and qualitative data were collected simultaneously and then integrated to gain a holistic understanding of postpartum maternal satisfaction (Hunter et al., 2019).

The research was conducted in Melati II Ward of Buleleng District General Hospital (RSUD Kabupaten Buleleng) from March to April 2025.

The population were all postpartum mothers receiving care in Melati II Ward during the study period. The Sample in this study was a total of 80 respondents was selected via purposive sampling. Sample size was determined using Slovin's formula ($N = 100$; $e = 0.05$), resulting in $n = 100 / (1 + 100 \times 0.05^2) \approx 80$. Inclusion criteria were postpartum mothers aged ≥ 18 years receiving care in Melati II Ward and willing to participate and able to provide informed consent. Exclusion criteria in this study were Inability to communicate in Bahasa Indonesia and decline to participate.

Data were gathered using a structured questionnaire based on the SERVQUAL model (reliability, responsiveness, assurance, empathy, tangibles), employing a four-point Likert scale (1 = very dissatisfied to 4 = very satisfied). The instrument was developed in accordance with Permenpan RB No. 14 of 2017 on Guidelines for Conducting Public Service Satisfaction Surveys.

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmajs>

Questionnaires were distributed and completed by each mother on the last day of her hospital stay, following researcher instruction.

Service quality classification followed the conversion intervals specified in Permenpan RB No. 14, 2017:

Perception Score	Interval NI	Conversion Interval	Service Quality	Unit Performance
1	1.00 – 2.5996	25.00 – 64.99	D	Poor
2	2.60 – 3.064	65.00 – 76.60	C	Fair
3	3.063 – 3.532	76.61 – 88.30	B	Good
4	3.5324 – 4.00	88.31 – 100	A	Very Good

RESULTS

Respondent Characteristics

Table 1 summarizes the demographic and service-related profiles of the 80 postpartum mothers surveyed.

Table 1. Characteristics of Postpartum Respondents

Period of March - April 2025

Characteristic	Category	n	%
Age	20–35 years (reproductive)	62	80.1
	< 20 or > 35	18	19.9
Education	Primary (SD and lower)	11	13.8
	Secondary (SMP/SMA)	42	52.5

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

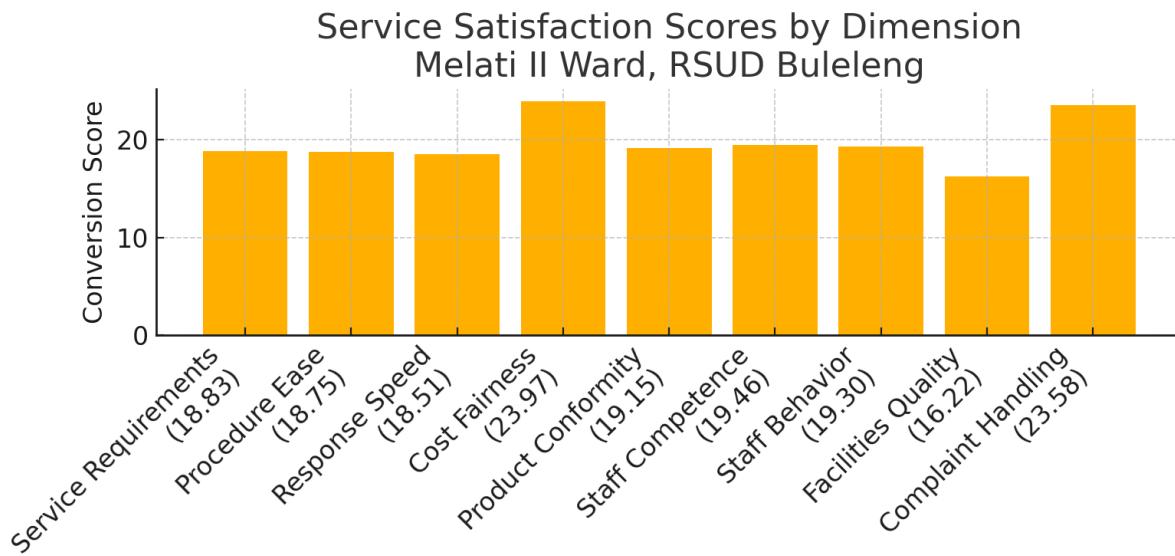
VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmahs>

	Higher (Diploma/Bachelor)	27	33.8
Occupation	Housewife	48	57.9
	Working (private, labor, teacher)	32	42.1
Type of Service	Postpartum care	39	48.8
	Post-cesarean (SC)	41	51.2

Service Satisfaction Scores

Figure 1 illustrates the conversion scores for nine dimensions of midwifery service quality, measured with a Likert-based SERVQUAL questionnaire. Scores range from 16.22 (Facilities Quality) to 23.97 (Cost Fairness).



Overall, the mean conversion score across all nine dimensions was 19.75 ($\times 4 = 79.0$ on a 100-point scale), corresponding to a “Good” performance category according to Permenpan RB No. 14 standards.

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmahs>

DISCUSSION

The study reveals generally positive satisfaction levels among postpartum mothers at Melati II Ward, with particular strengths and areas for improvement: High Satisfaction in Cost Fairness and Complaint Handling, the highest scores for Cost Fairness (23.97) and Complaint Handling (23.58) suggest that BPJS coverage and transparent grievance mechanisms significantly enhance mothers' perceptions of fairness and responsiveness. These findings align with Larasati, Winoto, and Wahyoedi (2024), who found that effective complaint systems strengthen patient-provider relationships and sustain service quality.

Lower Scores in Facilities Quality: The lowest conversion score for Facilities Quality (16.22) indicates a need to upgrade physical infrastructure (e.g., beds, monitoring equipment, ventilation). Similar conclusions were drawn by Setianingsih and Susanti (2021), who reported that environmental conditions strongly influence patient comfort and satisfaction.

Moderate Performance in Staff Competence and Behavior: Staff Competence (19.46) and Staff Behavior (19.30) fell in the “Good” range, reflecting generally professional and courteous care by doctors and midwives. Nevertheless, respondents noted room for improvement in communication clarity and service efficiency, echoing Hermanto (2019), who demonstrated the impact of response speed on perceived service quality.

CONCLUSIONS

Based on the results of a study conducted on 80 postpartum women in the Melati II Ward of Buleleng Regency Hospital, it can be concluded that postpartum women's satisfaction with midwifery services is in the good category, with an average conversion score of 79 on a scale of 100. The service elements with the highest scores were reasonableness of service fees and handling of user complaints, indicating that patients highly value affordability and responsiveness of services. Meanwhile, the element with the lowest score was the quality of facilities and infrastructure, which needs to be improved to support overall patient comfort.

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmajs>

Based on these findings, it is recommended that the hospital prioritize improvements in facilities and infrastructure, as this aspect scored the lowest and may influence the overall comfort of postpartum women. In addition, while service fees and complaint handling were rated highly, maintaining the affordability of services and ensuring that complaint-response procedures remain efficient will be essential for sustaining patient satisfaction. Providing continuous training for midwifery staff could also help strengthen service quality and ensure that the needs and expectations of postpartum patients are consistently met.

CONFLICT OF INTEREST

The author(s) declare that they have no conflict of interest.

ACKNOWLEDGMENT

The researcher would like to extend sincere gratitude and highest appreciation to all parties who have contributed to this research. Special thanks are addressed to Buleleng Regency Hospital and Melati II Ward as the research partner, for granting permission, providing support, and facilitating the implementation of this study. The researcher also expresses heartfelt thanks to all respondents who willingly participated in this research. Deep appreciation is also extended to the researcher's family for their prayers, support, and motivation, which have greatly contributed to the successful completion of this study.

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejournal.poltekkes-denpasar.ac.id/index.php/icmajs>

REFERENCES

Ahmadinezhad, M., Vizeshfar, F., & Pakniat, A. (2022). *Mothers' Perceptions of the Quality of Postnatal Care Provided in Health Centers and the Associated Factors: A Cross-Sectional Study*. *International Journal of Community Based Nursing and Midwifery*, 10(2), 110–119. <https://doi.org/10.30476/ijcbnm.2021.90057.1663>

Al-Hussainy, R. H., Fouly, H., & Abou Hashish, E. A. (2022). *Gap Analysis: Quality and Women's Satisfaction Regarding Postnatal Care*. *The Open Nursing Journal*, 16(1), 1–9. <https://doi.org/10.2174/18744346-v16-e2204280>

Aladwan, M. A., Salleh, H. S., Anuar, M. M., ALhwadi, H., & Almomani, I. (2021). *relationship among service quality, patient satisfaction and patient loyalty: case study in Jordan Mafraq hospital*. *Linguistics and Culture Review*, 5(S3), 27–40. <https://doi.org/10.21744/lingcure.v5ns3.1368>

Aswin Dina, A. & M. (2020). Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Jalan Di Rumah Sakit Ibu Dan Anak. *Jurnal Syntax Admiration*, 1(6), 629–637. <http://journal.unilak.ac.id/index.php/mbt/article/view/4324>

Bintang, M., Purba, I. E., Purba, A., Ketaren, O., & Sembiring, R. (2022). Faktor-Faktor yang Berhubungan dengan Kepuasan Pasien dalam Pelayanan Kebidanan di Puskesmas Martubung. *Kesehatan Masyarakat*, 6(3), 2321–2333.

Hatijar, H., Utama, R. P., & Toyo, D. S. (2021). Hubungan Kepuasan Klien Post Natal Care Terhadap Kualitas Pelayanan Bidan Di Puskesmas. *Jurnal Ilmiah Kesehatan Sandi Husada*, 10(2), 585–591. <https://doi.org/10.35816/jiskh.v10i2.654>

Hunter, D. J., Mccallum, J., & Howes, D. (2019). *Defining exploratory-descriptive qualitative research and considering its application to healthcare*. *Journal of Nursing and Health Care*, 4(1), 1–7.

Khifdhiyyatus Sa'adah, Suparjo, & Ferry Rachmawati S. (2023). Tingkat Kepuasan Ibu Post Partum Di Rumah Sakit Sebening Kasih Yang Berhubungan Dengan Mutu Pelayanan Nifas. *Jurnal Ilmu Kebidanan Dan Kesehatan (Journal of Midwifery Science and Health)*, 14(1), 21–27. <https://doi.org/10.52299/jks.v14i1.147>

Kuntoro, W., & Istiono, W. (2017). Kepuasan Pasien Terhadap Kualitas Pelayanan di Tempat Pendaftaran Pasien Rawat Jalan Puskesmas Kretek Bantul Yogyakarta. *Jurnal Kesehatan Vokasional*, 2(1), 140. <https://doi.org/10.22146/jkesvo.30327>

Lioni Argista, Z., Yuliastuti, M. E., Julianda, N., Irwansyah, M. A., Program, H. H., Ilmu, M., Masyarakat, K., Sriwijaya, U., Masjid, J., Gazali, A., & Lama, B. (2024). Faktor-Faktor yang Mempengaruhi Kematian Ibu dan Penggunaan Layanan Kesehatan Ibu di Indonesia: Study Literature. *Jurnal Ilmiah Permas: Jurnal Ilmiah STIKES Kendal*, 14(2), 621–634. <http://journal.stikeskendal.ac.id/index.php/PSKM%0Ahttps://journal2.stikeskendal.ac.id/index.php/PSKM/article/view/1852>

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



INTERNASIONAL CONFERENCE ON MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmajs>

Lovelock, C., & Wirtz, J. (2021). *Services Marketing: People, Technology, Strategy, 7th edition* (Issue January 2011).

Manullang, J. P. N., Nandini, N., & Budiyanti, R. T. (2024). Analisis Pemanfaatan Pelayanan Keluarga Berencana Pasca Persalinan Di Wilayah Kerja Puskesmas Padangsari. *Jurnal Manajemen Kesehatan Indonesia*, 12(2), 158–171. <https://doi.org/10.14710/jmki.12.2.2024.158-171>

Parasuraman, A. P., Zeithaml, V., & Berry, L. (1988). SERVQUAL: A multiple- Item Scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12–40.

Permata Sari, I., Afny Sucirahayu, C., Ainun Hafilda, S., Nabila Sari, S., Safithri, V., Febriana, J., Hasyim, H., Studi Magister Ilmu Kesehatan Masyarakat, P., Kesehatan Masyarakat, F., & Sriwijaya, U. (2023). Faktor Penyebab Angka Kematian Ibu Dan Angka Kematian Bayi Serta Strategi Penurunan Kasus (Studi Kasus Di Negara Berkembang): Sistematic Review. In *PREPOTIF Jurnal Kesehatan Masyarakat* (Vol. 7, Issue 3, p. 2023).

Putri, A. D., Budhiana, J., & Indra Dirgantara, T. (2024). Analisis Kepuasan Pasien Terhadap Kualitas Pelayanan Kesehatan di Puskesmas Kalapanunggal Kabupaten Sukabumi. In *Jurnal Health Society* (Vol. 13, Issue 1, pp. 20–28). <https://doi.org/10.62094/jhs.v13i1.126>

Queen Westi Isnaini, & Nuzuliana, R. (2023). Asuhan kebidanan pada ibu nifas normal. Prosiding Seminar Nasional Penelitian Dan Pengabdian Kepada Masyarakat LPPM Universitas 'Aisyiyah Yogyakarta, 1, 308–316.

Reinissa, A., & Indrawati, F. (2019). Persepsi Ibu Nifas tentang Pelayanan Postnatal Care dengan Kunjungan Ulang. *Higeia Journal of Public Health*, 1(3), 33–42. <http://journal.unnes.ac.id/sju/index.php/higeia>

Sabil, F. A., Nani, S., Makassar, H., Perintis, J., Viii, K., & Makassar, K. (2022). Hubungan Kualitas Pelayanan Kesehatan Dengan Kepuasan Pasien. 2(2), 280–287. <http://digilib.unila.ac.id/id/eprint/59983>

Setianingsih, A., & Susanti, A. S. (2021). Pengaruh Kualitas Pelayanan Kesehatan Terhadap Kepuasan Pasien Di Rumah Sakit "S." *Menara Medika*, 4(1), 22–27.

Surati, I. G. A., Marhaeni, G. A. and Armini, N. W. (2018) 'Perbedaan Kepuasan Pasien Yang Menggunakan Jaminan Kesehatan Dirawat Inap Di Ruang Kebidanan Rumah Sakit Pemerintah Dengan Swasta Tahun 2017', *Jurnal Ilmiah Kebidanan*, 6(1), pp. 53–61.

Susilawati, D., & Nilakesuma, N. F. (2021). Faktor-Faktor yang berhubungan dengan Pencapaian Kepuasan Layanan Masa Nifas. *Jurnal Ilmiah Universitas Batanghari Jambi*, 21(2), 612. <https://doi.org/10.33087/jiubj.v21i2.1470>

Suyatmi, S., Latunreng, W., Yosepha, S. Y., & Arifin, A. L. (2024). Analisis Pengaruh Kompetensi, Kedisiplinan, Dan Budaya Kerja Tenaga Kesehatan Terhadap Kepuasan Pasien Rawat Jalan Di Rumah Sakit Umum Daerah Khidmat Sehat Afiat Kota Depok Provinsi Jawa Barat. In *Jurnal Penelitian Manajemen Terapan (PENATARAN)* (Vol. 9, Issues 1 SE-Articles, pp. 64–73). <https://journal.stieken.ac.id/index.php/penataran/article/view/853>

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital



**INTERNASIONAL CONFERENCE ON
MULTIDISCIPLINARY APPROACHES IN HEALTH SCIENCE**

VOLUME 3, No 1. Tahun 2025 , ISSN 3032-4408 (Online)

<https://ejurnal.poltekkes-denpasar.ac.id/index.php/icmajs>

Tamara, T., & Paramatra, V. (2024). Faktor-Faktor yang Mempengaruhi Kepuasan Pasien Jaminan Kesehatan Nasional terhadap Pelayanan Rawat Inap di Rumah Sakit: Studi Literatur. (pp. 2193–2204). *Jurnal Penelitian Inovatif (JUPIN)*. <https://doi.org/https://doi.org/10.54082/jupin.821>

Tania Larasati, Hery Winoto Tj, & Soegeng Wahyoedi. (2024). Pengaruh Kualitas Pelayanan Dan Penanganan Keluhan Terhadap Loyalitas Pasien Bpjs Dimediasi Oleh Kepuasan Pasien Pada Klinik Mutiara Gading Medika Bekasi. *Journal of Social and Economics Research*, 5(2), 1856–1867. <https://doi.org/10.54783/jser.v5i2.281>

Ulfa, S. M., Ghita, D., & Suhartini. (2024). Pengaruh Pelayanan Asuhan Kebidanan Pada Masa Nifas Terhadap Kepuasan Pasien. *Jurnal Keperawatan Aisyiyah*, 11(1), 45–50.

Widiyanto, R., Priyanto, A. D., & Zaman, C. (2025). Kesehatan Di Puskesmas Karang Jaya Kabupaten Muaratara Tahun 2024. 9(28), 586–594.

Wyles, K., & Miller, Y. D. (2019). *Does it get better with age? Women's experience of communication in maternity care.* *Women and Birth*, 32(3), e366–e375. <https://doi.org/10.1016/j.wombi.2018.08.170>

Corresponding author: dyaanggreni163@gmail.com

I Gusti Ayu Ketut Widya Anggreni, Ni Wayan Ariyani, and Gusti Ayu Tirtawati: An Overview of Postpartum Mothers Satisfaction with Midwifery Services in The Melati II Ward of Buleleng General Hospital