

The Relationship Between Midwife Communication And Pregnant Women's Satisfaction Towards Anc Services At The Cecar Public Health Center, Musi Rawas District

Tri Asih¹, Kintan Anissa², Indra Iswari³

^{1,2,3} Diploma Tiga Kebidanan, Fakultas Ilmu Kesehatan, Universitas Dehasen
Bengkulu, Bengkulu, Indonesia

Corresponding Author:

Kintananissa.kb@gmail.com

ARTICLE HISTORY

Received [03 March 2026]

Revised [20 June 2026]

Accepted [21 June 2026]

Keywords :

Midwife Communication ,
Pregnant Women's Satisfaction,
Services At The Cecar Public
Health Center.

This is an open access

article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/)
license



ABSTRACT

Intoduction: To achieve the MDGs, midwives are at the forefront of maternal and child health services in the community and are required to consistently provide the best and highest quality care. Research by the World Health Organization (WHO) indicates that 70-80% of errors in healthcare are caused by poor communication and a lack of understanding among healthcare team members. Effective communication between medical and non-medical healthcare teams can reduce patient safety issues (WHO, 2021). **Method:** This research used an analytical cross-sectional design. It was conducted at the Cecar Community Health Center in December 2025. The sample consisted of 76 pregnant women, selected based on inclusion and exclusion criteria. **Result and Discussion:** The results of the Chi Square statistical test show that there is a relationship between midwife communication and pregnant women's satisfaction with ANC services with a p value of 0.000. **Conclusion:** There is a relationship between midwife communication and pregnant women's satisfaction with ANC services at the Community Health Center. Researchers suggest that the Cecar Community Health Center should focus on improving the quality of ANC services not only on the technical aspects of pregnancy examinations, but also on improving midwives' communication skills through effective communication training, midwifery counseling, and the implementation of services that are oriented towards the needs of pregnant women.

INTRODUCTION

Antenatal care is an early prevention effort for pregnancy risk factors. Integrated antenatal care, a comprehensive and high-quality series of activities, is provided to all pregnant women from conception to delivery (Ministry of Health, 2020). Standardized antenatal care includes anamnesis, physical examinations (general and obstetric), laboratory tests for indications, and basic and specific interventions (Ministry of Health, 2018).

To achieve the Millennium Development Goals (MDGs), midwives are at the forefront of maternal and child health services in the community and are required to consistently provide the best and highest quality services. Research by the World Health Organization (WHO) indicates that 70-80% of errors in healthcare are caused by poor communication and a lack of understanding among healthcare team members. Good communication between medical and non-medical healthcare teams can reduce patient safety issues (WHO, 2021).

Implementing a healthcare quality assurance approach, patient satisfaction is an integral and comprehensive part of healthcare quality assurance activities. This means that measuring patient satisfaction levels must be an integral part of healthcare quality assessment. This encompasses several dimensions, including the attitude and smooth communication between healthcare workers and patients. This means that healthcare services are not just about medical treatment but also about attitude and communication, as these are crucial and beneficial for patients (Pohan, 2016).

Lack of communication between midwives and pregnant women can lead to dissatisfaction with antenatal care services, potentially decreasing interest in repeat visits. Conversely, good communication between midwives and pregnant women can lead to satisfaction with the services provided, thereby increasing interest in repeat visits (Yenni, 2018).

Based on preliminary research interviews with five pregnant women at the Cecar Community Health Center, two stated that the midwives' explanations were good enough because they were easy to understand. Three stated that the midwives' service and communication were still inadequate because patients had to wait too long. Furthermore, the midwives' inadequate explanations and language were difficult for patients to understand.

RESEARCH METHODS

This study uses a Cross Sectional approach, meaning that all variables that include the effect will be studied and collected at the same time, namely to determine the relationship between midwife communication and the level of satisfaction of pregnant women in antenatal care services. The population of this study is all pregnant women who visited the Cecar Health Center, Musi Rawas District, South Sumatra Province in 2025. A total of 310 people from January to August 2025. The sample taken was 76 samples.

RESULTS

Based on Table 1 above, it can be seen that the majority of midwives' communication was poor, with 42 respondents (55.3%), while 34 respondents (44.7%) had good communication.

Table 1 Distribution of Communication Frequency of Midwives at Cecar Community Health Center, Musi Rawas Regency, South Sumatra Province

Midwife Communication	f	(%)
Good	34	44,7
Bad	42	55,3
Jumlah	76	100,0

Sumber: Data Diolah, 2025

Based on table 2 above, it can be seen that of the 76 respondents, the majority of pregnant women were dissatisfied, namely 41 people (53.9%) and pregnant women who were satisfied with ANC services were 35 respondents (46.1%).

Tabel 2 Frequency Distribution of Pregnant Women's Satisfaction with ANC Services at Cecar Community Health Center, Musi Rawas Regency

Satisfaction of pregnant women	f	(%)
Satisfied	35	46,1
Not Satisfied	41	53,9
Jumlah	76	100,0

The relationship between midwife communication and pregnant women's satisfaction with ANC services at the Cecar Community Health Center, Musi Rawas Regency can be seen in table 3 below:

Tabel 3 The Relationship Between Midwife Communication and Pregnant Women's Satisfaction with ANC Services at the Cecar Community Health Center, Musi Rawas Regency

Midwife Communication	ANC				P	
	Satisfied		Not Satisfied		Total	
	f	%	F	%	f	%
Good	34	15,7	0	18,3	34	100
Bad	1	19,3	41	22,7	42	100
Amount	35	35	41	41	76	100

Based on Table 3 above, it can be seen that 41 respondents (22.7%) were dissatisfied with ANC services due to inadequate communication. Meanwhile, 1 respondent (19.3%) was satisfied with inadequate midwife communication. Based on the results of the Chi-square test, a probability value (P-value) of 0.000 was obtained, meaning that at 5% alpha, there is a significant relationship between midwife communication and pregnant women's satisfaction with ANC services.

DISCUSSION

Based on the research results, the majority of respondents rated the midwives' communication as good. This indicates that the midwives were able to convey health information clearly and easily understood by pregnant women. The use of simple language, politeness, and the midwives' willingness to answer questions from pregnant women are important aspects of creating effective communication. According to Walyani (2015), good communication in midwifery care will help pregnant women understand their pregnancy condition, thereby increasing their sense of security and comfort during examinations.

However, some respondents still rated the midwives' communication as poor. This may be due to limited service time, the high number of ANC visits, and differences in educational background and understanding among pregnant women. Notoatmodjo (2018) stated that ineffective communication among health workers can hinder the process of receiving health information, resulting in messages not being fully understood by patients.

Based on the research results, it was found that the majority of pregnant women were dissatisfied with ANC services. This indicates that the services received did not fully meet the expectations and needs of pregnant women. This dissatisfaction can be influenced by various factors, including long waiting times for services, limited facilities, lack of attention from health workers, and information provided that is unclear or not well understood by pregnant women.

The World Health Organization (WHO, 2022) emphasizes that the quality of ANC services is measured not only by the completeness of medical procedures but also by the pregnant woman's experience during the service. Unpleasant service experiences, such as unfriendly staff or ineffective communication, can reduce the satisfaction level of pregnant women, even if the examination has been carried out according to procedure.

The results of the Chi-square test obtained a probability value (P-value) of 0.000, indicating a significant relationship between midwife communication and pregnant women's satisfaction with ANC services at the Cekar Community Health Center in Musi Rawas Regency in 2025.

Based on the results of the bivariate analysis, there was a significant relationship between midwife communication and pregnant women's satisfaction with antenatal care (ANC) services. Pregnant women who received good communication from midwives tended to have higher levels of satisfaction than those who received less good communication. This indicates that midwife communication is a significant factor influencing pregnant women's satisfaction with ANC services.

Maternal satisfaction is influenced not only by midwife communication but also by other factors such as the quality of care, examination results, midwife attitude, service time, previous experience, and the mother's expectations regarding health care. Therefore, even if midwife communication is deemed inadequate, some pregnant women can still feel satisfied as long as their primary health care needs are met. Therefore, researchers assume that midwife communication is an important factor, but not the sole factor, influencing maternal satisfaction with antenatal care services.

CONCLUSIONS AND RECOMMENDATIONS

Based on the research results, the following conclusions can be drawn:

1. Most midwives' communication during ANC services is poor.
2. Most pregnant women are dissatisfied with ANC services.
3. There is a relationship between midwives' communication and pregnant women's satisfaction with ANC services at the Cekar Community Health Center in Musi Rawas Regency in 2025.
4. It is hoped that pregnant women will be more active in the antenatal care (ANC) service process by conveying complaints, needs, and questions related to their pregnancy to midwives or health workers. Active communication between pregnant women will help midwives provide services tailored to their needs and condition.

REFERENCES

- Devito, J. A. (2016). *The Interpersonal Communication Book*. Dalam J. A. DeVito, *Elements of Interpersonal Communication* (14th ed.). United States of America.
- Nurhayati (2018). *Kepuasan Pasien Terhadap Pelayanan Kebidanan di Bidan Praktik Swasta Pare, Kediri*.
- Nurul, (2018). *Komunikasi Bidan Dan Kualitas Pelayanan Antenatal Care Demi Kepuasan Ibu Hamil Di Kota Palopo*. *Jurnal Kesehatan Masyarakat*, 7:65- 69.

- Novi, dkk (2025),). *Hubungan Komunikasi Bidan dan Kualitas Pelayanan ANC Dengan Kepuasan Ibu Hamil di PMB Mega Kota Depok: Jurnal Malahayati*, Vol. 12 No. 4, April 2025
- Rahmawati (2018). *Hubungan Komunikasi Bidan Dengan Tingkat Kepuasan Pasien Pada Pelayanan Kebidanan Antenatal Care di BPM Wilayah Kerja Puskesmas Botania. Batam: Kedokteran. Volume 07, Nomor 03 September 2017.*
- Ramli(2018), *Pendekatan Mutu dan Kepuasan Pelanggan dalam Pelayanan Kesehatan Materna.* Jakarta: EGC
- Lubis, A.U.N., Rezeki, S. & Wahyuni, S. (2023). *Komunikasi Dalam Kebidanan.* PT Inovasi Pratama Internasional.
- Rita Yulifah, (2015). *Komunikasi Dalam Praktik Kebidanan.* Jakarta: Salemba Medika Roza, (2016), *Organisasi dan Manajemen Pelayanan Kesehatan.* Jakarta: Salemba Medika
- Yenni Aryaneta dan Maryam (2017). *Hubungan komunikasi bidan dengan tingkat kepuasan pasien pada pelayanan kebidanan antenatal care di BPM Wilayah Kerja Puskesmas Botania Kota Batam*
- Wahyuni, Kiki, dkk. 2024. Hubungan Komunikasi Bidan dengan Tingkat Kepuasan Ibu Hamil pada Pelayanan Antenatal Care di Puskesmas Gebang Kabupaten Langkat Provinsi Sumatera Utara Tahun 2024. *Jurnal Ventilator: Jurnal riset ilmu kesehatan dan keperawatan.* Volumen 2. Nomor 4. 27-36