

Evaluation of the antenatal care service program at the Pucang Sewu health center in Surabaya

Aris Rendy Setiawan, Amirul Mustofa*, Eny Haryati

Faculty of Administrative Sciences, Dr. Soetomo University
Jl. Semolowaru No 84, Surabaya, 60118, Indonesia

*Correspondence: amirul.mustofa@unitomo.ac.id

Article History:

Received: 28/08/2023

Revised: 20/09/2023

Accepted: 10/10/2023

Published: 28/10/2023

Abstract

Pregnant women receive ANC before birth. It builds trust with pregnant women, detects life-threatening issues, prepares for birth, and educates them about health. This study aims to describe and analyze the results of the successful implementation of the ANC program at the Pucang Sewu Health Center. This study uses a qualitative method. Data collection techniques were carried out using interview techniques and documentation. Then, after the data is collected, an interactive analysis is carried out. The results of this study indicate that the ANC program is successful. That is evidenced by the effectiveness of providing services to pregnant women so that the implementation of the program is realized comprehensively and in quality. Indicators of effectiveness in terms of output show that work plans have been prepared, activities implemented and evaluations carried out. In terms of outcomes, it can be seen from the success of the service program through reducing mortality, morbidity and improving nutritional status. The researcher's recommendation is to increase the efficacy by maximizing the quality of existing human resources, implementing training in handling mothers during the period, raising awareness of adequacy by maximizing existing facilities and infrastructure, holding socialization, and placing posters on the importance of the program in public places.

Keywords: Evaluation, health services, antenatal care, maternal mortality rate

How to cite: Setiawan, A.R., Mustofa, Amiru., & Haryati, E. (2023). Evaluation of the Antenatal Care Service Program at the Pucang Sewu Health Center in Surabaya. *PUBLISIA: Jurnal Ilmu Administrasi Publik*, 8(2), 148-159 <https://doi.org/10.26905/pjiap.v8i2.10936>

1. Introduction

The Maternal Mortality Rate (MMR) is the number of deaths during pregnancy and the 42

days following the end of the pregnancy. The death was caused by complications with the pregnancy or its management rather than an accident

Evaluation of the antenatal care service program at the Pucang Sewu health center in Surabaya

Aris Rendy Setiawan, Amirul Mustofa, Eny Haryati

or injury. MMR, according to the World Health Organization (WHO, 2020), is still relatively high; around 810 women worldwide die every day from problems related to pregnancy, including preeclampsia or childbirth, and around 295,000 women die after giving birth (Febriana & Harianti, 2020). Despite everything, while some pregnant women will have treatment at least once while pregnant, only 50% of those who apply for control at least four times. There is a possibility of maternal death in every pregnancy. In several efforts to ensure the survival of mother and child, adequate medical attention must be given during pregnancy to postpartum (Astuti & Widayatun, 2018).

Any individual or group efforts made within a company to maintain and advance health are referred to as health services. Health services are provided to prevent, treat, and restore the health of people, families, groups, and communities (Apriani et al., 2022; Fahlevi, 2022). Health services in several areas still need to be optimally optimized or feasible. Substandard prenatal, delivery, and postnatal health services are the biggest obstacles to reducing MMR. In fact, some places have problems discriminating between patients in services (Armstrong-Mensah et al., 2021). The number of ANC visits for pregnant women may vary depending on the attitude of the health professionals offering the services (Pricilia et al., 2022). In actuality, pregnant women require prompt, cost-effective treatment. If health professionals can provide competent care, patients will feel cared for, especially pregnant women who incur hefty delivery costs. Because pregnant women who receive high-quality, professional antenatal care learn how to take care of themselves and maintain their health, pregnant women can better understand the risks of pregnancy issues through ANC services, enabling them to get ready to deliver healthy kids. Thus, accomplishing labor and postpartum can be done in the best possible health (Santhy et al., 2022). The better the quality of the service provided, the more often pregnant women visit.

An essential component for a healthy and successful outcome for pregnant women is antenatal care which includes building a trusting relationship with the mother, identifying potential psychiatric disorders, preparing for delivery, and offering health education (Zuchro et al., 2022). ANC health check aims to reduce and prevent potential causes of pregnancy-related diseases and problems. Antenatal is a routine health check by pregnant women from the beginning of contraception until delivery. ANC aims to provide information to help build health services and policies important for clinical procedures (Ernias et al., 2020). Additionally, ANC aims to save mothers and children during pregnancy, labor, and the recovery period following childbirth by physically and spiritually preparing them as much as possible. Thus, during the postpartum period, the condition of the mother and child is physically and mentally healthy.

ANC is one of the important service programs in reducing MMR and newborns. This program is expected to improve the quality of services for pregnant women and prevent pregnancy complications that cause death. However, in the course of the program, there are still several obstacles that can reduce the effectiveness of the program. The ANC guidelines are still not fully implemented by pregnant women, which causes difficulties for medical personnel and impacts program services. Thus, pregnant women are expected to be able to add related insights to ANC.

Effective efforts that must be made in fulfilling ANC quality services are socialization and increasing knowledge first. Mother's knowledge is one of the main factors where mother's participation and awareness are needed to minimize MMR and Infant Mortality rates (Darungan et al., 2020). The government also needs to increase access which is still difficult because it makes pregnant women reluctant to have their check-ups done. That greatly influences the frequency of ANC (Retnaningtyas et al., 2022). Improving the quality of human resources and facilities must also be carried out to produce good standards and procedures. Human resources need to implement

capacity building because the attitude of medical personnel is one of the important factors that can affect the mood of pregnant women. If there is continuity between medical personnel and pregnant women, ANC can take place well so that it can reduce MMR and the baby. Based on the description above, services must be evaluated to provide the best service.

Health services in some areas are still not optimized and are not even feasible (Dinata et al., 2022). The biggest obstacle to reducing MMR is substandard prenatal, delivery and postnatal health services. Several studies that examine this problem focus more on the level of ANC patient satisfaction (Santhy et al., 2022), the quality of ANC services (Nursal et al., 2023), dissatisfaction with areas of ANC services (Musdalifa et al., 2023), ANC services (Harda et al., 2022). The state of the art of this research is ANC program evaluation which focuses its study on an evaluation theory approach. The formulation of the problem in this research is whether the ANC service program is implemented well and can meet the level of patient satisfaction and how do medical personnel assess the ANC service program implemented at the community health center?

2. Literature Review

Service Evaluation

Evaluation is an assessment of the performance achievement of the implementation. Analyzing procedures, activities, policies, or something similar is called evaluation. The primary goal of evaluation is to determine the gap between what has been accomplished and what is expected from public policy. Accumulation of information about the program results is needed to assess the program, increase its effectiveness, and make decisions (Idrus L, 2019). In another sense, measurement, assessment, and evaluation are hierarchical actions. In the context of the learning process, these three activities must be carried out sequentially and cannot be divided between the three. The phrases "assessment" and "measurement" are used here to describe two concepts that are, in

fact, distinct but almost the same, with assessment or evaluation focusing on assessing the quality or value of something and measurement focusing on the action or process of determining the amount (Faisyal, 2018).

According to Suchman, assessment is conceptualized as a systematic process aimed at assessing the outcomes of various scheduled actions in order to facilitate the attainment of goals. The efficacy of an evaluation hinges upon its utility to administrators in enhancing service provision. Suchman's contribution to evaluation methods lies in his delineation of five distinct evaluation categories. These categories encompass: (i) effort, which pertains to the quantity and quality of activities undertaken; (ii) performance, which involves the application of impact criteria to measure the outcomes of actions; (iii) performance adequacy, which assesses the extent to which a given version aligns with the specified requirements; (iv) efficiency, which entails the health check of alternative paths or methods in terms of their associated human and monetary costs; and (v) process, which delves into the mechanisms and rationales underlying the functioning or lack thereof of a program (Brousselle & Buregeya, 2018)

Health services

All government or community initiatives to preserve and enhance medical care can be categorized as health efforts (Bhatt & Bathija, 2018). Health services strive to meet each person's and society's needs in dealing with current health problems. Because there are still many deficiencies, health services still need to be improved. A person's health condition can be affected by barriers to obtaining medical care. The term "barriers" describes the challenges or inconveniences people face when obtaining health services (Haleem et al., 2021). Public health status needs to be improved by improving access to health services. Everyone has the right to obtain resources from health services. Evidence shows that the community still faces challenges in obtaining health services, especially the health care.

Evaluation of the antenatal care service program at the Pucang Sewu health center in Surabaya

Aris Rendy Setiawan, Amirul Mustofa, Eny Haryati

Health services include those that maintain, enhance, prevent, treat, and restore an individual's, family's, group's, or community's health. In terms of meeting the needs of human life, health services are a different type of service. Health services have three main characteristics that set them apart from other goods or services: Uncertainty, Asymmetry Of Information, And Externality (Amirul Mustofa et al., 2017). Providing services following professional service standards and the code of ethics to ensure satisfaction for service users whose value is higher than the ordinary population is defined as providing excellent health care. The Health care provide one of Indonesia's public health services. Health care, often referred to as First Level Health Facilities (FKTP), are included in the type of health facility easily accessible to the general public.

As a leading provider of direct health services to the community and as a center for community health development, Health care must constantly expand its capacity to offer high-quality medical care (Maniagasi, 2022). Quality is defined as an effort to fulfill everything related to production, services, people, processes, environment, needs, and desires expected to meet customer satisfaction and exceed expectations. However, the results of several studies show that Health care services still need to be closer to the community's expectations. Various health service problems include long waiting times to get services due to a shortage of medical personnel and poor health services. The government must provide professional, accountable, and responsive services to the public (Manaf et al., 2023). Not only luxury facilities, technological completeness, and physical appearance determine the quality of service, but also the behavior of employees that reflects high professionalism and commitment. A person's sentiments (affection), ideas (cognition), and tendencies of behavior (connection) toward a certain feature of his environment should all be consistent with his or her attitude. Community satisfaction is closely related to the attitude of the service. Realizing that the level of excellence in healthcare services that increases patient hap-

piness, such as the process of communication between patients and healthcare professionals, is referred to as the quality of healthcare services (Auliani & Hermartin, 2021).

Antenatal Care

ANC can be interpreted as a health service program offered by health workers to mothers before giving birth or pre-childbirth (Febrianti et al., 2023). Antenatal care is provided according to established and accepted standards. If pregnant women undergo pregnancy checks, any abnormalities in the fetus can be treated immediately. A good health system and midwifery services can be accessed through ANC, resulting in a 50–70% reduction in MMR. To reduce MMR cases is by improving ANC services, evaluating health workers, and improving sanitation facilities. The government is trying to overcome this problem by creating programs that can improve the health of mothers and babies, such as integrated ANC. The government hopes this program will reduce MMR and newborns while increasing the standard of midwifery care. Pregnant women will feel satisfied if they receive good, optimal, and effective antenatal care. Patient satisfaction is very important because patient dissatisfaction will have an impact on the number of subsequent antenatal/ANC visits. Pregnant women will be satisfied if the equipment, facilities, infrastructure, waiting room, the environment is clean, comfortable, and orderly, and the staff is friendly and listens to patient complaints.

Prenatal care has evolved into a method for enhancing mothers' and infants' health (Cahyani, 2020). In addition, inadequate prenatal care use contributes to higher maternal morbidity and mortality rates. Antenatal care is provided four times, namely in the first trimester, which is the initial visit for pregnant women; one visit is made; during the second trimester, it is also carried out once, while in the third trimester, pregnant women must make two visits. Service satisfaction can be seen from the initial visit or K1 and the end of the visit or K4. If pregnant women carry

out K1 and K4, it can be said that the health check went smoothly, and four health check s were carried out (Fatmawati, 2022). Utilization of ANC services is said to be good if all pregnant women have received at least four prenatal checks.

In contrast, ANC services are rarely used by pregnant women who are not satisfied with their services. The World Health Organization (WHO) states maternal mortality remains the most significant reproductive health problem. Even though more than 135 million women give birth yearly, most pregnant women do not go to the doctor to check their pregnancy. Only half of pregnant women examine themselves at least four times during pregnancy, even though most pregnant women do so at least once. The chance of maternal death rises with each pregnancy (Zuchro et al., 2022).

3. Method

This study used a descriptive research method with a qualitative descriptive approach. Qualitative approaches seek to comprehend better the phenomena that study subjects experience (Fadli, 2021). An appropriate scientific approach can be to select descriptive words and language to explain phenomena in the field (Adlini et al., 2022). In this study, researchers used a qualitative approach to obtain and obtain extensive information on service programs so that researchers could analyze the data and evaluate it. Research with a qualitative approach can help researchers be more involved in the research area and make observations.

Data collection for this study was conducted using records obtained from the Community Health Center. Subsequently, the researchers conducted interviews with individuals affiliated with the African National Congress (ANC) who were in the process of seeking medical treatment at the Pucang Sewu Community Health Center. Subsequently, the data underwent processing and analysis. Researchers also made more profound observations at the research site. Researchers act as active observers in terms of observation and

passive by looking at the data. Data was obtained through interviews with medical staff and patients, observation, and document analysis. The collected data will be thoroughly analyzed, and conclusions will be drawn according to the researcher's perspective and the existing data. Researchers carry out the interview method as a data collection method for research by asking permission to conduct research at predetermined locations. When the permit is successful, the researcher conducts face-to-face interviews with medical personnel and patients. Questions were asked according to the objectives and dimensions they wanted to explore for discussion, namely the five evaluation indicators by Edward Suchman. In addition, several observations were made at the research location to support the completeness of the information.

The researchers employed the interactive data analysis paradigm developed by Miles, Huberman, and Saldana. The components of this model are data condensation, presenting data, drawing conclusions, and verifying data (Miles et al., 2014). Selecting, focusing, simplifying, abstracting, and changing data found in field notes or research results field notes are used to condense data. Determining which aspects are more significant is part of the data selection process. Thus, researchers can present more structured data. The presentation of data will be in the form of graphs and tables accompanied by narrative explanations.

The data analysis procedure is conducted subsequent to the collection of data from both document sources and interview sessions. Subsequently, the researcher proceeded with the data analysis procedure by categorizing the document data and interview data that were deemed relevant to the subject matter of the study discourse. Temporary storage of non-essential material in designated folders occurs during the process of doing research. The accurate data obtained from the documentation and debate is shown in a graphical format, while the data gathered from interviews is presented in a tabular format. The interpretation of graphic and tabular data is con-

Evaluation of the antenatal care service program at the Pucang Sewu health center in Surabaya

Aris Rendy Setiawan, Amirul Mustofa, Eny Haryati

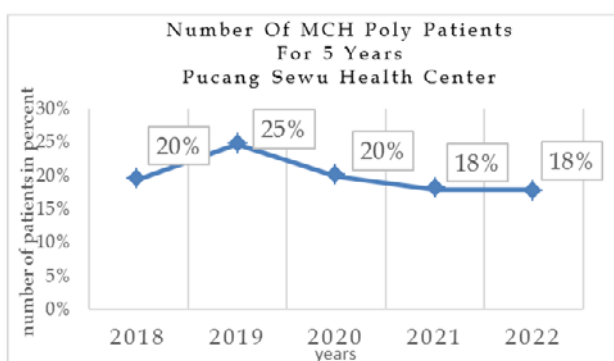
ducted in accordance with prevailing circumstances, followed by an analysis that involves comparing the data with the relevant theoretical framework.

Conclusions are drawn according to the results of existing data and indicators. Uncertain explanations are examined and made more explicit; these explanations can be causal or interaction links, hypotheses, or theories. By following procedures according to the theory of Miles, Huberman, and Saldana, researchers can analyze data systematically and structure. The result will be a discussion that is clear and easy to understand.

4. Results And Discussion

Service Satisfaction Antenatal Care Pucang Sewu Health Center

The quality of a service is determined by how well it complies with the established service standards, which are used as guidelines in providing services to clients (Dian Sibar, 2022). Public services in Indonesia, especially in the health sector, have been going well, but people still need to be satisfied. Many health service users say they are dissatisfied, especially in clinics. To meet the public's and its constituents' needs, the federal, state, or municipal governments must raise the quality of their services. Government and local governments must raise service standards to fulfill community expectations to meet society's expanding requirements (Amirul Mustofa et al., 2017).



Graph 1. Number of Patients in the MCH Poly Clinic at the Pucang Sewu Health Center in percent

Based on graphic data, there was an increase of 5% from 2018 to 2019; in the following three years, there was a decrease in the number of patient visits. Patients or visitors who come to a health center to obtain the services and treatments available are called visits. This term is usually used for patients who are not in the hospital. The Pucang Sewu Community Health Center is still active in terms of performance and patient acceptance. The number of patients depends on the service satisfaction level and many other things, such as births. Patients are still arriving and are quite satisfied with the Pucang Sewu Health Center services. Medical personnel remain active in various activities and outreach to improve the welfare and safety of mothers and children.

According to the Health Service Unit Business Strategy Plan, the development of customer satisfaction levels is the level of patient satisfaction with medical nursing services, supporting services, and infrastructure available at the Health Service Unit. The level of customer satisfaction is measured through the results of a customer satisfaction survey. Increasing patient satisfaction is one of the targets for improving health service standards (Lilik & Anastasia Lina Dwi, 2022). Evidence shows that people or groups who are happy with the health care they receive are more likely to follow instructions, be reliable, or stick to a prescribed treatment plan. In contrast, patients dissatisfied or disappointed after receiving health care tend to ignore recommendations, abandon treatment plans, change doctors, or move to another facility.

The service satisfaction survey conducted at the Pucang Sewu Community Health Center KIA Polyclinic in July indicated that patients expressed a high level of satisfaction with the services they received. The aforementioned data corresponds to the outcomes of a community satisfaction survey conducted by the Surabaya City Government at the Pucang Sewu Community Health Center, revealing a commendable rating

of 96.19 (indicating a very high level of satisfaction). Satisfaction surveys are conducted monthly; on average, the results are pretty good and do not disappoint. Many indicators are assessed in satisfaction surveys; patient visits are also a significant factor in satisfaction levels. Medical personnel are also excellent and professional in treating patients and providing the best quality service. Medical personnel are constantly being evaluated and reminded to be friendly and improve the quality of their services. In July, the satisfaction survey was 98%; this indicates that only 1/49 of patients still need to be satisfied enough to receive services. Patients will be more satisfied with the performance of MCH poly officers if their services are swift and according to procedures. According to research, patient satisfaction levels may vary for the same medical care quality based on their circumstances. Patients often express ongoing dissatisfaction when health care is assessed. However, when performance is assessed based on ethical principles and professional norms, it often follows existing procedures and is well done. On the other hand, the effectiveness of health workers will affect the development of the efforts of the health care institution to measure the level of patient satisfaction. However, even though it was only 2%, the health care continued using it as input to improve it. Service-related information was also obtained through interviews with medical officers and some patients.

Service Evaluation Antenatal Care Pucang Sewu Health Center

Suchman published evaluation research methodology in his 1967 book *Evaluative Research*. In this book, evaluation is discussed as a research methodology. That distinguishes evaluation from evaluative research using scientific methodologies and techniques, as research is based on common sense. He claims that evaluative is an adjective that accurately describes the right inquiry. Suchman underscores the need for scientific execution in evaluative research. A control or comparison group must be added to an evaluation technique to be considered scientific (Hajaroh, 2018). To determine research feasibility, evaluators must acknowledge administrative and scientific standards. Evaluative research can be used to measure how well a particular program or treatment is achieving the desired outcome. The success of the evaluation will depend on how helpful the administrator is in improving their service. Suchman recognizes that judgment is an important component of evaluation and argues that values and preconceived notions influence the design of evaluation studies. The results of the study regarding the evaluation of antenatal care services for Pucang Sewu Health Center staff can be presented in Table 1, and the evaluation of antenatal care services for Pucang Sewu Health Center patients can be presented in Table 2.

Table 1. Research Results on Evaluation of Antenatal Care Services for Pucang Sewu Health Center staff

Indicator	Interview result
Effort	Service ANC at the Pucang Sewu Health Center it is carried out every Tuesday and Thursday.
Performance	The Pucang Sewu Health Center has a target from the Health Service to achieve. So, these targets are considered as indicators to measure business results.
Performance Adequacy	The Pucang Sewu Community Health Center's MCH Polyclinic has 2 doctors and 7 midwives. Adequacy of performance is considered good because it is still under control.
Efficiency	The Pucang Sewu Health Center provides many medical devices to support the needs of the health check, so that it is adjusted.
Process	Service ANC at the Pucang Sewu Community Health Center it has been scheduled and carried out properly according to the existing stages. Medical personnel try their best to be able to provide quality and professional care.

Evaluation of the antenatal care service program at the Pucang Sewu health center in Surabaya

Aris Rendy Setiawan, Amirul Mustofa, Eny Haryati

Table 2. Research Results on Evaluation of Antenatal Care Services for Pucang Sewu Community Health Center Patients

Indicator	Interview result
Effort	Several pregnant and giving birth mothers felt that they had enough with the health check activities carried out at the Pucang Sewu Community Health Center.
Performance	Patients - pregnant woman and giving-birth mothers always coming back to Pucang Sewu Antenatal Service and being active while they are doing regularly check for their conditions.
Performance Adequacy	Patients feel comfortable because they do not have to wait too long to get services.
Efficiency	The Pucang Sewu Community Health Center is very sufficient in providing alternative routes.
Process	Service ANC at the Pucang Sewu Health Center it has worked well, and medical staff always consider pregnant women in the implementation of services.

Based on the research data in table 1 and table 2 above, it can be analyzed and interpreted as follows:

Effort

An effort is an activity and effort carried out intending to achieve certain goals (Bariqi, 2018). The desired goal is to solve a problem carried out with activities, efforts, and endeavors. Carrying out an activity is expected to bring a way out and good action. Focus on effort activities in the form of quality and quantity. The activities carried out are only based on targets and interests. Efforts can be assessed using both quality indicators and quantity indicators. Quality indicators are defined as criteria that assess the degree to which a healthcare service aligns with set standards in order to get intended outcomes. Indicators play a crucial role as they offer insights on the adequacy of services in terms of quantity and accessibility, as well as the efficiency of health resource utilization.

Based on data and interviews with the MCH Poly Clinic, the Pucang Sewu Health Center has conducted the best activities to support the activities. A large number of facilities and infrastructure can support all the efforts made. Some of the facilities and infrastructure provided include Doppler, ultrasound, weight, height, and blood pressure. Activities are also carried out regularly. Inspection ANC for pregnant women is scheduled on Tuesday and Thursday. Activities are carried out starting with checking blood pressure, height,

weight, and checking pulse. The quantity and quality of service is highly controlled and handled professionally. Medical personnel also follow the guidelines and don't skip important things in carrying out pregnancy checks. In addition to pregnancy checks, other post-pregnancy activities are also carried out.

Performance

Performance is the result of work in quality and quantity that can be achieved when carrying out a given task or activity (Nasution et al., 2020). Various factors influence the results of a person's activities to achieve goals within a certain period. Performance indicators focus on impact criteria that measure business results. Performance can reflect and reflect the energy expended because performance is measured in terms of results. Performance standards differ from place to place; standards will be set and adjusted accordingly. The existence of performance indicators can be a reference to improve performance. This indicator can also describe achievements that will be calculated and measured for assessment and evaluation. To guarantee work performance and success in the long term, health workers must have the right competencies to carry out their duties.

Based on data and evaluation interviews conducted by the Pucang Sewu Health Center, it was perfect and structured. The Health care, especially MCH Poly, conducts a monthly satisfaction and dissatisfaction survey. Google can also

provide input and likes regarding services that can be used as an evaluation. Because most MCH Polyclinic patients are healthy, performance results can also be measured from patient visits. If the patient returns or undergoes further health check, it can be said that the patient is satisfied with the service. Apart from that, several indicators, such as the target from the Health Office, are also used as evaluation material. If the projected target is achieved, the goal is considered achieved and has reached the target.

Performance Adequacy

Performance adequacy is seen in all activities offered by the workforce. Performance must be aligned with the total number of requirements. If it is not balanced, it will lead to less effective activities. So, please don't overdo it or lack it. If the adequacy of performance is lacking, it will cause some activities to be neglected and unresolved. In contrast, if the adequacy of performance is excessive, it will cause not too much energy to be used and impact other factors.

Based on data and interviews, the Pucang Sewu Poli MCH Health Center has two doctors and seven midwives. The number of medical personnel is sufficient to manage and control patients who come for health checks. The MCH poly medical staff can handle the activities appropriately offered, so the performance adequacy indicator is quite good. Observations also resulted in a reasonably good assessment of the adequacy of performance. Patients do not wait long and are treated quickly, although sometimes they are constrained when the patient is swollen.

Efficiency

One way companies manage financial resources, processes, materials, labor, equipment, and costs effectively is efficiency. *Efficiency* can also mean sacrificing something for the greatest possible benefit (Angga & Anugrah, 2022). Efficiency is broadly characterized as an effort to produce the greatest possible results utilizing the

materials and human resources that are already at hand (materials, machines, and people) promptly and under realistic circumstances without upsetting the balance between the tools, labor, and time that are objective factors.

Based on interview descriptions and data, Pucang Sewu Health Center's services are very efficient. Patients who come are given good enough information to facilitate the health check flow. Medical personnel provide the most effective flow possible and do not suggest unnecessary things in a series of health checks. The Pucang Sewu Health Center holds a queue number that has been given an estimated time so that it is efficient and patients do not pile up. Thus, time is well-spent, and patients do not wait too long.

Process

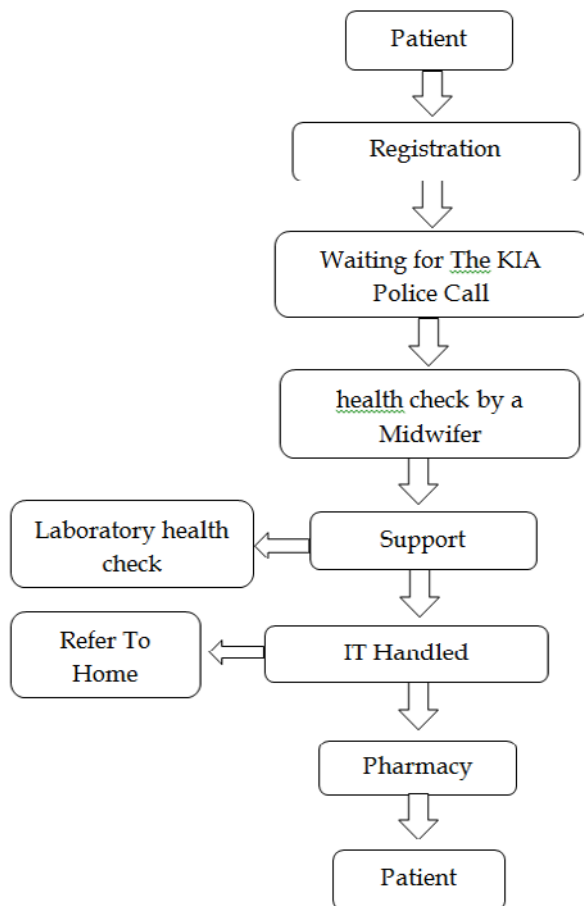
The process is how an event begins and ends or how an action, work, or action continues. The process focuses on how and why programs work or do not work. Generally, the process is a series of stages or activities that aim to achieve a certain result. These stages or activities consist of inputs, processes, and outputs. This process is found in all human activities and is the necessary step to achieve the goals that have been set. The service procedure of the ANC (Antenatal Care) at the Pucang Sewu Community Health Center in Surabaya is depicted in graph 2.

The information gathered from the interview results will be put to use to support studies like antenatal health checks (ANC) or prenatal checks, which aim to enhance the physical and mental well-being of pregnant women so that they can prepare for childbirth, postpartum, exclusive breastfeeding, and the restoration of reproductive health at the appropriate time. appropriate. Pregnancy checks should be carried out at least four times during pregnancy: once in the first trimester, once in the second trimester, and twice in the third trimester. Patients can submit complaints during the health check when health services are carried out. Then, medical personnel will begin to examine vital signs and physicals.

Evaluation of the antenatal care service program at the Pucang Sewu health center in Surabaya

Aris Rendy Setiawan, Amirul Mustofa, Eny Haryati

Service ANC is running well at the Pucang Sewu Health Center without any problems, and evaluation will continue to be carried out so that it is better and improves the quality of service.



Graph 2 illustrates the service process for Antenatal Care (ANC) at the Pucang Sewu Community Health Center

The ANC services offered at the Pucang Sewu Community Health Center have been reported to be functioning effectively, as indicated by a survey conducted by the Surabaya City Gov-

ernment. The survey findings reveal a high level of satisfaction within the community over the services rendered. The poll results indicate a numerical value of 96.19. Therefore, all nine indicators of the service satisfaction survey exhibit commendable ratings.

5. Conclusion

Implementation ANC at the Pucang Sewu Health Center is successful and working well because of the five indicators, namely: effort, performance, performance adequacy, efficiency, and process. The performance of Health care human resources is good, but patients cannot follow the determined schedule, so their performance cannot be optimal. Indicators of efforts have been going well, namely in standard activities and periodic inspections. Performance indicators have good results according to patient interview results on their level of satisfaction. Efficiency indicators are also well regulated, holding queue numbers so that no time is wasted, and there is no accumulation of patients. The process indicators are also running well.

Pucang Sewu Health Center MCH Poly provides services ANC already far above target. The Health care evaluates services, conducts satisfaction surveys, rating values on Google, and sets targets from the Health Office. A good reference can be used in improving service performance. Patients are quite satisfied with the service. Medical personnel also ensure to be able to improve their quality and professionalism. Services are carried out swiftly and follow existing regulations. This research implies that Health care need to carry out socialization more often so that people are more aware of improving the performance of Health care.

Reference

- Adlini, M. N., Dinda, A. H., Yulinda, S., Chotimah, O., & Merliyana, S. J. (2022). Metode Penelitian Kualitatif Studi Pustaka. *Edumas pul: Jurnal Pendidikan*, 6(1), 974–980. <https://doi.org/10.33487/edumas pul.v6i1.3394>
- Amirul Mustofa, Roekminiati, S., & Lestari, D. S. (2017). Administrasi Pelayanan Kesehatan Masyarakat. In T. Lestari (Ed.), *Jakad Media Publishing* (pertama, Vol. 136, Issue 1). Jakad publishing.

- Angga, M., & Anugrah, R. (2022). MENGHITUNG NILAI EFISIENSI THERMAL PADA ALAT GRATE COOLER PT . SEMEN BATURAJA II (PERSERO) TBK. *Jurnal Multidispliner Bharasumba*, 1(3), 414-421.
- Apriani, F., Luthfi, A., Febrianto, B., & Junaidy, J. (2022). Penerimaan Publik dalam Keberhasilan Mitigasi Bencana Covid-19 di Kota Samarinda. *Publisia: Jurnal Ilmu Administrasi Publik*, 7(2), 130-156. <https://doi.org/10.26905/pjiap.v7i2.6446>
- Armstrong-Mensah, E. A., Dada, D., Bowers, A., Muhammad, A., & Nnoli, C. (2021). Geographic, Health Care Access, Racial Discrimination, and Socioeconomic Determinants of Maternal Mortality in Georgia, United States. *International Journal of Maternal and Child Health and AIDS (IJMA)*, 10(2), 278-286. <https://doi.org/10.21106/ijma.524>
- Astuti, Y., & Widayatun, D. (2018). Determinan Perilaku Kesehatan Ibu Pada Masa Kehamilan: Kasus Kota Medan. *Jurnal Kependudukan Indonesia* |, 13(Juni), 39-54.
- Auliani, F., & Hermartin, D. (2021). Tingkat Kepuasan Pada Pasien Lanjut Usia Terhadap Kualitas Pelayanan Kesehatan Di Puskesmas Idi Rayeuk. *Jurnal Sains Riset*, 11(September), 392-396.
- Bariqi, M. D. (2018). Pelatihan Dan Pengembangan Sumber Daya Manusia. *Jurnal Studi Manajemen Dan Bisnis*, 5(2), 153. <https://doi.org/10.33541/jdp.v11i2.812>
- Bhatt, J., & Bathija, P. (2018). Ensuring access to quality health care in vulnerable communities. *Academic Medicine*, 93(9), 1271-1275. <https://doi.org/10.1097/ACM.0000000000002254>
- Brousselle, A., & Buregeya, J. M. (2018). Theory-based evaluations: Framing the existence of a new theory in evaluation and the rise of the 5th generation. *Evaluation*, 24(2), 153-168. <https://doi.org/10.1177/1356389018765487>
- Cahyani, I. S. D. (2020). Pemanfaatan Pelayanan Antenatal Care di Puskesmas. *Higeia Journal of Public Health Research and Development*, 1(3), 84-94.
- Darungan, A. I., Kadir, A., & Haq, N. (2020). Strategi Pemerintah Dalam Mengurangi Angka Kematian Ibu (Aki) Melahirkan Di Kabupaten Enrekang. *JPPM: Journal of Public Policy and Management*, 2(2), 101-109. <https://doi.org/10.26618/jppm.v2i2.4565>
- Dian Sibar, O. (2022). ANALISIS KEPUASAN PASIEN TERHADAP PELAYANAN KESEHATAN PADA KLINIK HC PEDURUNGAN. *Jurnal Visi Manajemen*, 8(3), 149-158. <https://doi.org/10.56910/jvm.v8i3.228>
- Dinata, C., Noorsetya, B., Chayatin, U., & Astutik, R. P. (2022). Tata Kelola Desa Inklusi Di Desa Bedali Kecamatan Lawang Kabupaten Malang. *REFORMASI: Jurnal Ilmiah Ilmu Sosial Dan Ilmu Politik*, 12(2), 231-240. <https://doi.org/https://doi.org/10.33366/rfr.v12i2.3775>
- Ernias, Maryam, A., & Haris, R. (2020). Pengetahuan dan Sosial Budaya Terhadap Perilaku Ibu Hamil Dalam. *UNM Environmental Journal*, 3(3), 125-129.
- Fadli, M. R. (2021). Memahami desain metode penelitian kualitatif. *Humanika, Kajian Ilmiah Mata Kuliah Umum*, 21(1), 33-54. <https://doi.org/10.21831/hum.v21i1>.
- Fahlevi, R. (2022). Analisis Kinerja Pegawai Dalam Memberikan Pelayanan Kesehatan Kepada Pasien Di Puskesmas Pembina Kelurahan Silaberanti Kota Palembang. *JIAS: Jurnal Ilmiah Administrasi Dan Sosial*, 17(1), 66-75.
- Faisyal. (2018). Pengukuran, Penilaian, dan Evaluasi, Perbedaan Yang Disamakan. *JSM STMIK Mikroskil*, 1, 1-4.
- Fatmawati, S. etc. (2022). Faktor Hubungan Dengan Ketidapatuhan Kunjungan Kehamilan K1-K4 di BPM Bidan Mari Sentono , Kalideres 2020. *Jurnal Kesehatan Masyarakat (e-Journal)*, 10(1), 87-93.
- Febriana, N., & Harianti, N. (2020). Pengetahuan Ibu Tentang Kegawatan Preeklamsi Pada Kehamilan. *Ejurnal.Husadakaryajaya*, 3(2), 3-4.

Evaluation of the antenatal care service program at the Pucang Sewu health center in Surabaya

Aris Rendy Setiawan, Amirul Mustofa, Eny Haryati

- Febrianti, Z., Chairil, Z., Dewi, S., Tri, S., & Puji, A. (2023). *Kepuasan Ibu Hamil terhadap Pelayanan Antenatal Care di Puskesmas*. 2(02), 75–81. <https://doi.org/10.56741/bikk.v2i02.293>
- Hajaroh, M. (2018). POHON TEORI EVALUASI KEBIJAKAN DAN PROGRAM (Metode, Nilai dan Menilai, Penggunaan). *Foundasia*, 9(1), 27–42. <https://doi.org/10.21831/foundasia.v9i1.26149>
- Haleem, A., Javaid, M., Singh, R. P., & Suman, R. (2021). Telemedicine for healthcare: Capabilities, features, barriers, and applications. *Sensors International*, 2(June), 100117. <https://doi.org/10.1016/j.sintl.2021.100117>
- Harda, A. K., Rahmi, L., & Safaringga, M. (2022). *Analisis Pelayanan Antenatal Care saat Masa Pandemi COVID-19 di Puskesmas Air Tawar*. 13(2), 963–967.
- Idrus L. (2019). EVALUASI DALAM PROSES PEMBELAJARAN. *Evaluasi Dalam Proses Pembelajaran*, 9(2), 920–935.
- Lilik, S., & Anastasia Lina Dwi, N. (2022). Tingkat Kepuasan Pasien Pada Layanan Rumah Sakit Di Masa Pandemi Covid-19. *KOSALA/f: Jurnal Ilmu Kesehatan*, 10(2), 107–116. <https://doi.org/10.37831/kjik.v10i2.239>
- Manaf, H. A., Mohamed, A. M., & Harvey, W. S. (2023). Citizen Perceptions and Public Servant Accountability of Local Government Service Delivery in Malaysia. *International Journal of Public Administration*, 46(12), 823–832. <https://doi.org/10.1080/01900692.2022.2025829>
- Maniagasi, Y. G. (2022). Analisis Budaya Organisasi dalam Meningkatkan Pelayanan Kesehatan pada Puskesmas Depapre Kabupaten Jayapura. *Journal of Governance and Policy Innovation*, 2(2), 69–85. <https://doi.org/10.51577/jgpi.v2i2.312>
- Miles, M. B., Huberman, A. M., & Saldana, J. (2014). The Analysis of Qualitative Data. In H. Salmon (Ed.), *An Introduction to Multivariate Techniques for Social and Behavioural Sciences* (3rd ed., Issue 1). SAGE Publications, Inc. https://doi.org/10.1007/978-1-349-15634-4_8
- Musdalifa, S., Rahmawati, S., Azhari, Siti Utami, E., Ardiah, Siti, A., Nur, A., Sulfianti A, Y., & I. (2023). Evaluasi Kepatuhan Bidan Terhadap Pelaksanaan Pelayanan Antenatal Care Di UPDP Puskesmas Abeli. *Pelita Sains Kesehatan*, 3(1), 15–19.
- Nasution, I., Zuhendry, & Rosanti, R. (2020). Pengaruh Bekerja Dari Rumah (Work From Home) terhadap Kinerja Karyawan BPKP. *Jurnal Ilmiah Akuntansi Budgeting*, 1(1), 9–14.
- Nursal, D. G. A., Amilarahmi, Kurniawan, R., & Solehawati, S. (2023). *Evaluasi mutu pelayanan anc di puskesmas kabupaten kampar dalam upaya penurunan aki dan akb*. 8(2), 314–328.
- Pricilia, M., Taolin, G., Goa, M. Y., Maria, N., & Bina, Y. (2022). Faktor-faktor yang Mempengaruhi Kujungan Ibu Hamil dalam melakukan Antenatal Care di Puskesmas Kota Kupang. *Chmk Midwifery Scientific Journal*, 5(1), 400–414.
- Retnaningtyas, E., Wahyuni, C., Siwi, R. P. Y., Natalia, S., Wulandari, A., & Putri, E. N. K. (2022). Faktor - Faktor Yang Mempengaruhi Keteraturan Pemeriksaan Antenatal Care Pada Ibu Hamil Aterm. *Public Health and Safety International Journal*, 2(01), 1–10. <https://doi.org/10.55642/phasij.v2i01.128>
- Santhy, T., Mardiana, A., Werna, N., Elly Lilianty, S., Nik Hazlina Nik, H., & Amir Mahmud, H. (2022). Evaluasi Pelayanan Antenatal Terhadap Tingkat Kepuasan Ibu Hamil Dengan Menggunakan Buku KIA Versi 2020. *Jurnal Keperawatan*, 14(3), 637–644.
- Zuchro, F., Zaman, C., Suryanti, D., Sartika, T., & Astuti, P. (2022). Analisis Antenatal Care (Anc) Pada Ibu Hamil. *Jurnal 'Aisyiyah Medika*, 7(1), 102–116. <https://doi.org/10.36729/jam.v7i1.777>