

GAMBARAN TINGKAT KEPUASAN PELAYANAN KONSELING PADA AKSEPTOR KB SUNTIK DI TPMB LIDA KHALIMA MOJOKERTO

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ABSTRAK

Program Keluarga Berencana (KB) strategis nasional menuntut pelayanan berkualitas, namun tingkat kepuasan akseptor KB suntik terhadap layanan konseling masih sering terabaikan. KB suntik merupakan metode kontrasepsi paling diminati, tetapi tingginya angka capaian ini tidak dibarengi dengan kualitas komunikasi dua arah yang optimal. Ketidakpuasan ini berdampak langsung pada tingginya angka *drop-out* (putus pakai) KB suntik, yang pada akhirnya mengancam keberhasilan pengendalian pertumbuhan penduduk dan penurunan kualitas kesehatan reproduksi. Tujuan penelitian ini untuk mengetahui tingkat kepuasan pelayanan konseling pada akseptor KB Suntik. Penelitian ini merupakan penelitian deskriptif bertujuan menggambarkan secara sistematis, faktual, dan akurat mengenai fakta-fakta, karakteristik populasi, atau fenomena yang sedang terjadi saat ini. Populasi dalam penelitian ini sebanyak 73 akseptor, menggunakan Non-probability Sampling dengan metode purposive sampling sedangkan Sampel sebanyak 58 responden. Instrument yang digunakan adalah lembar kuesioner dan di uji secara deskriptif. Hasil penelitian menunjukkan bahwa tingkat kepuasan pelayanan konseling pada akseptor kb suntik di TPMB Lida Khalima Mojokerto dapat disimpulkan bahwa sebagian besar responden puas terhadap pelayanan konseling KB. Dari aspek karakteristiknya sebagian besar berusia 20-35 tahun, paritas multipara, status pekerjaanya sebagai ibu rumah tangga, pendidikanya tingkat menengah dan KB pilihan adalah KB suntik 3 bulan. Mengingat mayoritas responden adalah pengguna KB suntik 3 bulan (yang memiliki efek samping dominan seperti amenore atau spotting), bidan disarankan memberikan penekanan informasi yang lebih detail mengenai manajemen efek samping ini guna mencegah kecemasan akseptor di kemudian hari.

Kata Kunci : Kepuasan, Konseling, Akseptor Kb Suntik

**DESCRIPTION OF THE LEVEL OF SATISFACTION WITH COUNSELING
SERVICES AMONG INJECTABLE CONTRACEPTIVE ACCEPTORS AT TPMB
LIDA KHALIMA MOJOKERTO**

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ABSTRACT

The national strategic Family Planning (KB) program demands quality services, but the level of satisfaction of injectable contraceptive acceptors with counseling services is still often neglected. Injectable contraceptives are the most popular contraceptive method, but this high achievement rate is not accompanied by optimal two-way communication quality. This dissatisfaction has a direct impact on the high drop-out rate (discontinuation of use) of injectable contraceptives, which ultimately threatens the success of controlling population growth and decreasing the quality of reproductive health. The purpose of this study was to determine the level of satisfaction of counseling services in injectable contraceptive acceptors. This study is a descriptive study aimed at systematically, factually, and accurately describing the facts, characteristics of the population, or phenomena that are currently occurring. The population in this study was 73 acceptors, using Non-probability Sampling with a purposive sampling method while the sample was 58 respondents. The instrument used was a questionnaire sheet and was tested descriptively. The results showed that the level of satisfaction of counseling services in injectable contraceptive acceptors at TPMB Lida Khalima Mojokerto can be concluded that most respondents were satisfied with the family planning counseling services. In terms of characteristics, most respondents were aged 20-35 years, multiparous, housewives, had secondary education, and preferred the 3-monthly injectable contraceptive method. Given that the majority of respondents used the 3-monthly injectable contraceptive method (which has dominant side effects such as amenorrhea or spotting), midwives are advised to provide more detailed information about managing these side effects to prevent future anxiety.

Keywords: Satisfaction, Counseling, Injectable Contraceptive Users