Quality Management of Maternal and Child Health Services in Antenatal Care Services in The Time of The Covid-19 Pandemic

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A B S T R A C T

This study aims to analyze the Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022. This type of research uses quantitative research using a Cross Sectional Description approach. in this study used an extensive dataset to see many cases and the relationship between variables. The results of this study are that the satisfaction level of Satisfied is 47 people (54.0%), and Minority has a Satisfaction level of Less Satisfied as many as 1 person (1.1%). The results of statistical tests using the chi-square test obtained a p-value of 0.006 <0.05, meaning that there is a significant relationship between the Product/Service Outcome Relationship, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic Period in Indonesia. Ketapang Nusantara Health Center, Central Aceh Regency in 2022

A B S T R A K

Penelitian ini bertujuan untuk menganalisa Manajemen Kualitas Pelayanan Kesehatan Ibu Dan Anak Pada Pelayanan Antenatal Care Di Masa Pandemi Covid-19 Di Puskesmas Ketapang Nusantara Kabupaten Aceh Tengah Tahun 2022. Jenis penelitian ini menggunakan penelitian kuantitatif dengan menggunakan pendekatan Diskripsi Cross Sectional. pada penelitian inni menggunakan dataset yang ekstensif untuk melihat banyak kasus dan hubungan antar variable. Hasil penelitian ini yaitu memiliki tingkat kepuasaan Puas sebanyak 47 orang (54,0%) ,dan Minoritas memiliki tingkat kepuasaan Kurang Puas sebanyak 1 orang (1,1 %). Hasil uji statistik dengan menggunakan uji chi-square diperoleh p-value sebesar 0,006 < 0,05 artinya ada hubungan yang signifikan antara Hubungan Produk/Hasil Layanan, dalam Manajemen Kualitas Pelayanan Kesehatan Ibu Dan Anak Pada Pelayanan Antenatal Care Di Masa Pandemi Covid-19 Di Puskesmas Ketapang Nusantara Kabupaten Aceh Tengah Tahun 2022

INTRODUCTION

Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR and AKABA) are indicators that describe the welfare of the people in their country. Improving maternal and child health also gets special attention, this according to the definition of maternal death by the World Health Organization (WHO) is death caused during pregnancy or within 42 days after the completion of pregnancy caused by pregnancy or treatment, but not caused by accident. or injury. The access of pregnant women in childbirth and postpartum to health services is quite good, but the maternal

mortality rate is still quite high. This condition may occur because the quality of health services for pregnant women and during childbirth is not adequate or the condition of pregnant women who may be unhealthy and other factors. Hypertension and bleeding are the main causes of an increase in maternal mortality. This cause can be minimized if quality Antenatal Care services can be carried out properly to detect abnormalities in pregnant women as early as possible. (Ministry of Health RI, 2018)

Getting adequate health services is an effort to improve and improve the quality of life for the better. The government has also made efforts to provide public services such as health services in order to improve the health status of the community. This implementation is carried out by the government as a form of government responsibility in paying attention to public health as well as possible. In Law Number 36 of 2009 concerning Health, it is explained that the government must be able to provide services quality and universal health for every community, including Maternal and Child Health services. (Ministry of Health RI, 2009)

In relation to family health efforts, especially maternal and child health, which is a priority, when the efforts to improve health do not meet or are low, the worst thing that will happen is the death of the mother herself. Health efforts for mothers are designated to be able to maintain maternal health so that they are able to give birth to a healthy and quality generation and reduce maternal mortality.

The success of maternal health efforts can be seen from several indicators of the Maternal Mortality Rate, namely the number of maternal deaths during pregnancy, childbirth and postpartum or their management but not due to other causes such as accidents or falls in every 100,000 live births. Not only to assess maternal health programs but this indicator can also assess the degree of public health, because with sensitivity to improve health services, which are seen from the side of accessibility and quality. By making maximum maternal health efforts, it will certainly help reduce the maternal mortality rate (MMR). The Maternal Mortality Rate (MMR) in Indonesia is still the highest in Southeast Asia and is still far from the global SDG target of reducing the MMR to 183 per 100,000 KH in 2024 and less than 70 per 100,000 KH in 2030. This condition indicates that the MMR target will fall. to 183 per 100,000 KH in 2024 required at least a 5.5% reduction in mortality per year. (Directorate General of Public Health of the Indonesian Ministry of Health, 2020)

The direct causes of maternal death were hypertensive disorders in pregnancy (33.1%), obstetric bleeding (27.03%), non-obstetric complications (15.7%), other obstetric complications (12.04%), infections caused by related to pregnancy (6.06%), and other causes (4.82%) (SRS 2016). This cause of maternal death shows that maternal deaths can be prevented if the service coverage is accompanied by good service quality. Maternal mortality was 77% found in hospitals, 15.6% at home, 4.1% on the way to hospitals/health facilities, and 2.5% in other health care facilities (SRS 2016).

Antenatal care services are health services provided by professional health workers to improve the health status of pregnant women and the fetus in the womb. The purpose of antenatal care is to monitor the progress of pregnancy to ensure the health of the mother and the growth and development of the prospective child, develop physical and mental health and identify early abnormalities or complications that may occur during the pregnancy process. The benefits of antenatal care that are carried out early can detect abnormalities that may occur in pregnancy such as correctly assessing gestational age, thereby preventing premature birth, assessing genetic and congenital abnormalities, assessment and management of anemia in pregnancy, as well as prevention and management of infections in pregnancy.

Percentage of Maternal Mortality Rate is a measurement instrument that describes the level of service to mothers giving birth. The period 2017-2020 Maternal Mortality Rate in Aceh shows a fluctuating trend. The maternal mortality rate in Aceh in 2020 is included in the less category. The Maternal Mortality Rate continues to experience movements that are not as targeted, this number tends to increase in 2017 rising to 143/100,000 LH in 2018 again down to 138/100,000 LH. (Aceh Health Office Health Profile, 2020)

In 2019 the Maternal Mortality Rate in Aceh again increased by 172/100,000 LH and the same condition occurred again in 2020, namely 172/100,000 LH, when compared to last year. (Aceh Health Office Health Profile, 2020)

Life expectancy at birth which represents the dimensions of longevity and a healthy life continues to increase from year to year. During the period 2019 to 2020, Aceh Province has succeeded in increasing Life Expectancy at birth by 0.33 years. The achievement of life expectancy is one indicator of the success of an area in the development of community welfare, especially in the health sector. Life expectancy is a tool to evaluate the government's performance in improving the welfare of the population in general, and improving health status in particular. A low life expectancy in an area must be followed by a health extension program and other social programs including environmental health, nutritional adequacy, and calories. (Aceh Health Office Health Profile, 2020)

Based on the results of performance calculations in 2020, Aceh's life expectancy (AHH) is targeted at 69.60 years, with the realization of 69.93 years, the percentage of achievement rate is 100.47% in the Very Good category. This figure increased 0.6 points compared to the previous year. In 2020 the average life expectancy of the Acehnese population is at 69.93 years, when compared to the National life expectancy figure which is at 71.47 years, the Acehnese life expectancy is almost equal to the national figure 1.54 years adrift of national life expectancy. However, Aceh's life expectancy continues to increase from year to year. (Aceh Health Office Health Profile, 2020)

The increase in the achievement of maternal health services which is not accompanied by an improvement in the maternal mortality rate, indicates that the quality of maternal services is not yet optimal. The phenomenon of three delays still occurs, namely late in making decisions to be referred to the right health facility, late in arriving at the referral place, and being late for proper handling. (Directorate General of Public Health of the Indonesian Ministry of Health, 2020)

Efforts to improve public health are in fact not easy with very complex problems, especially in reducing maternal mortality. For this reason, health information is disseminated through health education and guidance with the aim of increasing health status to the maximum. (Ministry of Health RI, 2009)

Puskesmas is a health service facility that organizes public health efforts (UKM) and individual health efforts (UKP) at the first level, by prioritizing promotive and preventive efforts in achieving the highest public health status in the work area of the puskesmas. Regarding the Maternal Mortality Rate (MMR) in South Sumatra Province, it still needs to be considered because the 2019 target for the Maternal Mortality Rate is 304/100,000 live births.

Under normal circumstances, the maternal mortality rate in Indonesia is still a very big challenge. Lack of self-preparation before pregnancy is one of the risk factors for the difficulty of reducing maternal mortality, especially if you look at the health status of Indonesian women which is still very low, namely there are still pregnant women with HIV, housewives with AIDS, HIV infection (90% aged 15-49). years of birth), breast cancer, teenage marriage, teenage pregnancy, cervical cancer, anemia in women and pregnant women, high blood pressure WUS, even SEZ and even some women experience violence. Currently, with the condition of the COVID-19 Pandemic caused by the Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-COV2), health services for mothers are affected both from access to services and the quality provided.

Corona Virus or Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) is a virus that attacks the respiratory system. The disease caused by this viral infection is called COVID-19. Corona virus can cause mild disorders of the respiratory system, severe lung infections, and even death. The COVID-19 pandemic has generally reduced the number of visits to maternal and child nutrition and health services (MCH), especially for basic immunization services and weighing children under five years of age. The impact of this pandemic on MCH and KB services in an effort to reduce Maternal and Infant Mortality Rates has resulted in reduced availability of services and access to MCH and KB services, a lack of appropriate and comprehensive services that meet the needs and risks of infection in health workers.

In Indonesia, maternal mortality and neonatal mortality are still a big challenge and need attention in the COVID-19 disaster situation. Based on data from the Task Force for the Acceleration of Handling COVID-19 as of September 14, 2020, the number of confirmed COVID-19 patients was 221,523 people, recovered patients were 158,405 (71.5% of confirmed patients), and 8,841 people died (3, 9% of confirmed patients). Of the total patients who were positive for COVID-19, 5,316 people (2.4%) were children aged 0-5 years and 1.3% of them died. For the group of pregnant women, there were 4.9% of pregnant women who were confirmed positive for COVID-19 from 1,483 confirmed cases that had accompanying condition data. These data indicate that pregnant women, childbirth, postpartum and newborns are also vulnerable targets for COVID-19 infection and this condition is feared to increase maternal and newborn morbidity and mortality. In this COVID-19 pandemic situation, there are many restrictions on almost all routine services including maternal and newborn health services. For example, pregnant women are reluctant to go to the puskesmas or other health service facilities for fear of being infected, there are recommendations for postponing pregnancy check-ups and classes for pregnant women, as well as the unpreparedness of services in terms of personnel and infrastructure including Personal Protective Equipment. This causes maternal and newborn health services to be one of the services affected, both in terms of access and quality.

The realization of the management function at the puskesmas is still a big issue, because the puskesmas is a first-class department in the delivery of public health services. It is said that health management functions such as planning, organizing, implementing and monitoring every health plan (especially the MCH plan) can reduce maternal and child mortality. In carrying out its operations, there is support from the Community Health Center (Puskesmas) by carrying out a good health management function. The person in charge of providing health services (in this case the person in charge of the Puskesmas) must be able to apply management principles, be good at analyzing problems, whether it is a planning problem or a public health problem, then plan health planning activities (planning), and delegate authority and divide tasks as the form of basic responsibilities (organization) of the employees he leads, fostering employee motivation in accordance with their respective responsibilities (implementation), and being able to know the progress made by employees in carrying out their duties, as well as providing direction (supervision) if they find violations. As well as being able to assess the level of productivity, efficiency and effectiveness of the plans that have been achieved throughout the organization (evaluation).

Maternal and Child Health Poly Services (KIA) at the Puskesmas have an important role in improving maternal and child health, one of which is providing 10 T Integrated Antenatal Care (ANC) services for mothers during pregnancy. ANC is a planned health service in the form of observation, education and medical treatment for pregnant women provided by professional health workers (health workers) with a frequency of visits at least four times carried out according to ANC service standards that have been set in midwifery service standards. Thus, the quality of ANC services has a significant role in preventing maternal and child mortality (Adam, et al., 2015).

According to Nwaeze, et al (2013) in their research Perception and Satisfaction with Quality of Antenatal Care Services Among Pregnant Women at The University College Hospital, Ibadan Nigeria, the quality of ANC services is seen as a factor that affects the effectiveness, compliance and sustainability of care. Satisfaction of pregnant women is related to the quality of ANC services provided. Satisfied patients will come back for an examination and invite others to participate in the examination at the same place

From a preliminary survey in January 2022 conducted at the Ketapang Nusantara Public Health Center, Central Aceh Regency, 18 pregnant women were found, of which 6 people expressed dissatisfaction with ante natal care services. Based on the background description, researchers are interested in taking the title G Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022

METHOD

This type of research uses quantitative research using a Cross Sectional Description approach. in this study used an extensive dataset to see many cases and the relationship between variables. In this design, it is used to determine the quality management of maternal and child health services in antenatal care services during the Covid-19 pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022.

Population and Sample

The population is the overall object of research to be studied. The population in this study was 111 at the Lingge Health Center, Central Aceh Regency. The sample is the object to be studied and is considered to represent the entire population. Therefore the number of samples in this study was 294 using the Slovin. This study was conducted at the Ketapang Nusantara Health Center, Central Aceh Regency.

Sampling Technique

Sampling technique is a sampling technique. So, to determine the sample to be used in this study using the Simple random sampling technique

Data Collection/Data Analysis Techniques

The data collection technique was by giving questionnaires to pregnant women to see the level of satisfaction of pregnant women with the Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022 because this data collection technique was used to explore various aspects related to quantitative research results.

Bivariate analysis carried out to determine the relationship between 2 variables. The data collection uses the Chi-square test to test whether there is a relationship between 2 variables.

RESULTS AND DISCUSSION

The results of the univariate and bivariate analysis on Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022 can be seen in the table below:

Univariate Analysis

Table 4.1. Distribution of Respondents Based on Characteristics in Working Areas at the Ketapang Nusantara Health Center in 2022

No	Carakteristik	Amount	
		Frekuensi (f)	Persentase (%)
1	Umur		
	a. 17-24 Tahun	23	26,4
	b. 25-34 Tahun	28	32,2
	c. 35-49 Tahun	36	41,3
	Total	87	100,0
2	Education		
	a. SD	9	10,3
	b. SMP	20	22,9
	c. SLTA	29	33,3
	d. Diploma	16	18,4
	e. Sarjana	4	9,8
	f. Magister	9	10.3
	Total	87	100,0
3	Work		
	a. IRT	38	43,6
	b. PNS	12	13,8
	c. Pegawai Swasta	20	22,9
	d. TNI/Polri	2	2,2
	e. Pedagang	13	1,9
	f. Buruh	2	2,2
	Amount	87	100,0

Table 4.1 shows that of the 87 respondents, the majority aged 35-49 years, as many as 36 people (41.3%), the minority aged 17-24 years as many as 23 people (32.3%). Based on the type of education, the majority of respondents had a high school education as many as 29 people (33.3 %), a minority with a bachelor's degree as many as 4 people (9.8%). Based on occupation, the majority of respondents have household jobs as many as 38 people (43.6%), the minority have TNI/Polri jobs and 2 workers each (2.2%).

Based on the results of the study, Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022

Table 4.2. Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic

	Quality Management of Maternal and Child Health Services in Antenatal Care Services During the Covid-19 Pandemic								
	Terms of Service	Systems, Mechanisms and Procedures	Service Term	Service Fees	Implementing Competence	Implementing Behavior	Facilities and infrastructure	The handling of complaints	Product/ Service Results
Mean	3,32	3,41	3,37	3,25	3,41	3,37	3,25	3,41	3,32
Median	4,00	4,00	4,00	3,00	4,00	4,00	3,00	4,00	4,00
Std. Deviation	,785	,724	,779	,852	,724	,779	,852	,724	,785
Variance	,616	,524	,607	,726	,524	,607	,726	,524	,616
Minimum	1	1	1	1	1	1	1	1	1
Maximum	4	4	4	4	4	4	4	4	4

Table 4.2 shows that the data for Service Requirements Mean (3.32), Median (4.00), Std. Deviation (.789), Variance (.622), System, Mechanism and Procedure data Mean (3.41), Median (4.00), Std. Deviation (.724), Variance (.524), Data Service Period Mean (.524), Median (4.00), Std. Deviation (.607) Variance (.676), Cost/Tariff for data service Mean (3.25), Median (4.00), Std. Deviation (.852) Variance (.726),

Competency of implementing data Mean (3.481), Median (4.00), Std. Deviation (.724), Variance (.524), Data Executing Behavior Mean (3.37), Median (4.00), Std. Deviation (.779), Variance (.607). Data Facilities and Infrastructure Mean (3.25), Median (3.00), Std. Deviation (.825), Variance (.726). Data Complaint Handling Mean (3.41), Median (4.00), Std. Deviation (.724), Variance (.524). Product/Service Data Mean (3.32), Median (4.00), Std. Deviation (.785), Variance (.616)

Bivariate Analysis

Table 4.3. Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic

Mother and Child Satisfaction	Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022								
	Facilities and infrastructure		*p-value*	The handling of complaints		*p-value*	Product/Service Results		*p-value*
	N	%		N	%		N	%	
Less satisfied	0	0		0	0		1	1,1	
Quite satisfied	17	19,5		12	13,8		13	14,9	
Satisfied	25	28,7	0,000	27	31,0	0,000	26	29,9	0,006
Very satisfied	45	51,7		48	55,2		47	54,0	
Amount	87	100,0		87	100,0		87	100,0	

Table 4.2. it was found that from 87 respondents the majority had a very satisfied level of satisfaction, the result was that for Service Requirements, the majority had a very satisfied satisfaction level of 45 people (60.5%), and the minority had a less satisfied satisfaction level of 0 people (0%) . The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic Period at the Ketapang Nusantara Public Health Center, Central Aceh Regency. 2022 .

System, Mechanisms and Procedures, the majority have a Satisfied Satisfaction level of 48 people (55.2%), and the Minority has a Dissatisfied Satisfaction level of 12 people (14.8%). The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between System Relations, Mechanisms and Procedures, Quality Management of Maternal and Child Health Services in Antenatal Care Services in the Covid-19 Pandemic Period in Indonesia. Ketapang Nusantara Health Center, Central Aceh Regency in 2022.

Term of Service, the majority have a Satisfied Satisfaction level of 47 people (54.0%), and the Minority have a Dissatisfied Satisfaction level of 11 people (1.1%). The results of the statistical test using the chi-square test obtained a p-value of 0.006 <0.05, meaning that there is a significant relationship between the relationship between the service period, in the management of the quality of maternal and child health services in antenatal care services during the Covid-19 pandemic at the Puskesmas. Ketapang Nusantara Central Aceh Regency in 2022

Fees/Service Tariffs, the majority have a Satisfied level of satisfaction as many as 47 people (54.0%), and the Minority has a Dissatisfied Satisfaction level of 11 people (1.1%). The results of the statistical test using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the relationship between costs/service tariffs, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic. Ketapang Nusantara Health Center, Central Aceh Regency in 2022.

Implementing Competencies, the majority have a Satisfied level of satisfaction as many as 48 people (55.2%), and the Minority has a Satisfaction level of Unsatisfied as many as 0 people (0%). The results of the statistical test using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the Implementing Competency Relationship, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Health Center Archipelago of Central Aceh Regency in 2022 .

Implementing Behavior, the majority have a Satisfied Satisfaction level of 47 people (54.0%), and the Minority has a Dissatisfied Satisfaction level of 1 person (1.1%). The results of statistical tests using the chi-square test obtained a p-value of 0.006 < 0.05, meaning that there is a significant relationship between the Behavioral Relationship of Implementers, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Health Center Archipelago of Central Aceh Regency in 2022

Facilities and infrastructure, the majority have a Satisfied satisfaction level of 48 people (51.7%), and the Minority has a Dissatisfied Satisfaction level of 0 people (0%). The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the relationship between facilities and infrastructure, in the management of the quality of maternal and child health services in antenatal care services during the Covid-19 pandemic at the Puskesmas. Ketapang Nusantara, Central Aceh Regency in 2022.

In handling complaints, the majority had a Satisfied satisfaction level of 48 people (55.2%), and the Minority had a Dissatisfied Satisfaction level of 0 people (0%). The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the relationship between complaints handling, in the management of the quality of maternal and child health services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Health Center. Archipelago of Central Aceh Regency in 2022 .

Products/Services Outcomes, the majority have a Satisfied level of satisfaction as many as 47 people (54.0%),

and the Minority has a Satisfaction level of Less Satisfied as many as 1 person (1.1%). The results of statistical tests using the chi-square test obtained a p-value of 0.006 <0.05, meaning that there is a significant relationship between the Product/Service Outcome Relationship, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic Period in Indonesia. Ketapang Nusantara Health Center, Central Aceh Regency in 2022

CONCLUSIONS AND SUGGESTIONS

Conclusions

From the results of research conducted on Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Nusantara Health Center, Central Aceh Regency in 2022, it can be concluded as follows:

a. Table 4.2. it was found that from 87 respondents the majority had a very satisfied level of satisfaction, the result was that for Service Requirements, the majority had a very satisfied satisfaction level of 45 people (60.5%), and the minority had a less satisfied satisfaction level of 0 people (0%) . The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic Period at the Ketapang Nusantara Public Health Center, Central Aceh Regency. 2022 .

b. System, Mechanisms and Procedures, the majority have a Satisfied Satisfaction level of 48 people (55.2%), and the Minority has a Dissatisfied Satisfaction level of 12 people (14.8%). The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between System Relations, Mechanisms and Procedures, Quality Management of Maternal and Child Health Services in Antenatal Care Services in the Covid-19 Pandemic Period in Indonesia. Ketapang Nusantara Health Center, Central Aceh Regency in 2022.

c. Term of Service, the majority have a Satisfied Satisfaction level of 47 people (54.0%), and the Minority have a Dissatisfied Satisfaction level of 11 people (1.1%). The results of the statistical test using the chi-square test obtained a p-value of 0.006 <0.05, meaning that there is a significant relationship between the relationship between the service period, in the management of the quality of maternal and child health services in antenatal care services during the Covid-19 pandemic at the Puskesmas. Ketapang Nusantara Central Aceh Regency in 2022

d. Fees/Service Tariffs, the majority have a Satisfied level of satisfaction as many as 47 people (54.0%), and the Minority has a Dissatisfied Satisfaction level of 11 people (1.1%). The results of the statistical test using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the relationship between costs/service tariffs, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic. Ketapang Nusantara Health Center, Central Aceh Regency in 2022.

e. Implementing Competencies, the majority have a Satisfied level of satisfaction as many as 48 people (55.2%), and the Minority has a Satisfaction level of Unsatisfied as

many as 0 people (0%). The results of the statistical test using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the Implementing Competency Relationship, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Health Center Archipelago of Central Aceh Regency in 2022 .

f. Implementing Behavior, the majority have a Satisfied Satisfaction level of 47 people (54.0%), and the Minority has a Dissatisfied Satisfaction level of 1 person (1.1%). The results of statistical tests using the chi-square test obtained a p-value of 0.006 < 0.05, meaning that there is a significant relationship between the Behavioral Relationship of Implementers, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Health Center Archipelago of Central Aceh Regency in 2022.

g. Facilities and infrastructure, the majority have a Satisfied Satisfaction level of 48 people (51.7%), and the Minority has a Dissatisfied Satisfaction level of 0 people (0%). The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the relationship between facilities and infrastructure, in the management of the quality of maternal and child health services in antenatal care services during the Covid-19 pandemic at the Puskesmas. Ketapang Nusantara, Central Aceh Regency in 2022.

h. Handling complaints, the majority had a Satisfied satisfaction level of 48 people (55.2%), and the Minority had a Dissatisfied Satisfaction level of 0 people (0%). The results of statistical tests using the chi-square test obtained a p-value of 0.000 <0.05, meaning that there is a significant relationship between the relationship between complaints handling, in the management of the quality of maternal and child health services in Antenatal Care Services during the Covid-19 Pandemic at the Ketapang Health Center. Archipelago of Central Aceh Regency in 2022 .

i. Products/Services Outcomes, the majority have a Satisfied level of satisfaction as many as 47 people (54.0%), and the Minority has a Satisfaction level of Less Satisfied as many as 1 person (1.1%). The results of statistical tests using the chi-square test obtained a p-value of 0.006 <0.05, meaning that there is a significant relationship between the Product/Service Outcome Relationship, in Quality Management of Maternal and Child Health Services in Antenatal Care Services during the Covid-19 Pandemic Period in Indonesia. Ketapang Nusantara Health Center, Central Aceh Regency in 2022.

Suggestions

1. Share the Research Place
We recommend that health workers should add insight and improve quality in health services so that they can help provide quality in Antenatal Care Services.
2. For Health Workers
It is hoped that more health workers and improve the quality of health services so that they can help provide quality in antenatal care services.
3. For further researchers
It is hoped that further researchers will be able to conduct more research and improve the quality of Antenatal Care Services so that health workers better understand the factors that influence quality improvement.

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