



Midwife Professionalism and Patient Satisfaction in Reproductive Midwifery Services: A Quantitative Study

^KHerlianan¹

¹Bachelor in Midwifery, STIKes Panca Bhakti Lampung
Email Corepondence author (^K): herliana@pancabhakti.ac.id

ABSTRACT

Maternal and infant mortality rates in Indonesia remain a health issue that requires serious attention, especially in regions with limited healthcare facilities. Midwives' professionalism is essential in addressing this issue, as midwives are the primary providers of reproductive midwifery services. This study aims to identify the relationship between midwives' professionalism and patient satisfaction at PMB Nurhasanah, Bandar Lampung. The study employs a descriptive correlational design with a quantitative approach, involving 114 respondents selected using purposive sampling. The research instrument is a questionnaire that assesses midwives' professionalism through aspects of competence, ethics, communication, and empathy and measures patient satisfaction levels. The results show that most respondents (51%) rated midwives' professionalism as high, while 78% expressed their satisfaction at a moderate level. Pearson correlation analysis indicates a significant relationship between midwives' professionalism and patient satisfaction (p -value = 0.017), suggesting that improving midwives' professionalism positively correlates with increased patient satisfaction. These findings align with previous research, highlighting that midwives' professionalism, especially in communication and responsiveness, dramatically affects the quality of maternal and child healthcare services. Based on these results, this study recommends continuous training focused on developing ethics and communication skills for midwives. Furthermore, this study contributes to a deeper understanding of patient satisfaction factors. It encourages policies to strengthen midwives' professionalism to improve the quality of midwifery services locally.

Keywords: Midwife Professionalism; Patient Satisfaction; Reproductive Healthcare

Article history :

Received: 9 Agustus 2024

Received in revised form: 18 September 2024

Accepted: 27 Oktober 2024

Available online: 15 Desember 2024



Licensed by [Creative Commons Attribution-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-sa/4.0/).

INTRODUCTION

Reproductive midwifery services are crucial in maintaining maternal and infant health and reducing maternal and infant mortality rates. According to data from the World Health Organization (WHO), in 2020, approximately 295,000 women worldwide died from pregnancy and childbirth complications that could have been prevented with high-quality healthcare services¹. One of the primary keys to achieving quality midwifery services is midwife professionalism. Midwife professionalism, encompassing skills, ethics, and effective communication, significantly contributes to safe, effective, and comfortable patient care. The level of midwife professionalism can also enhance patient satisfaction, which is a primary indicator of healthcare service quality²⁻⁴

In Indonesia, the role of midwives in reproductive midwifery services is essential, particularly in rural and remote areas with limited healthcare facilities. Based on data from the Indonesian Ministry of Health, the maternal mortality rate in 2022 was 305 per 100,000 live births, indicating that maternal health issues remain a significant challenge in Indonesia⁵. One approach to reducing maternal mortality is strengthening midwife professionalism as the frontline in midwifery services. However, although midwives in Indonesia generally have adequate essential competencies, there are various challenges in implementing professionalism, such as limited training, medical equipment, and inadequate supervisory support^{6,7}.

According to data from the Bandar Lampung Health Office (2023), although midwives are sufficiently available in the city, there are still patient complaints about midwifery services. Common complaints include limited communication from midwives, responsiveness to patient complaints, and a lack of empathy shown by healthcare providers⁸. A preliminary study conducted at the Nurhasanah Independent Midwifery Practice in Bandar Lampung in February 2024 revealed that nearly 35% of patients were dissatisfied with the midwife's professionalism, especially regarding communication and the midwife's ability to handle patient complaints personally. This shows that, although midwives are trained in technical skills, communication and patient approach aspects still need improvement..

Previous studies have shown that midwife professionalism significantly affects the quality of maternal and child health services. For example, a study by Tuegeh et al. found a significant positive relationship between midwife professionalism and healthcare quality at the Tatelu Health Center. They found that midwife professionalism could enhance the quality of maternal and child healthcare by up to 58.7%, while other factors influenced the remaining percentage outside the study. The study used simple linear regression, which produced a correlation coefficient of 0.766, indicating a strong relationship between the two variables⁹.

Furthermore, Yuningsih's study highlighted the importance of policy development in enhancing

midwifery professionalism to reduce maternal and infant mortality rates. They noted that although midwives are at the frontline in maternal and child healthcare services, service quality is often hindered by limited training, resource access, and inadequate supervision⁶.

This study is highly relevant to the conditions at the Nurhasanah Independent Midwifery Practice in Bandar Lampung, which, despite having a sufficient number of midwives, still faces various issues in communication and personal handling of patient complaints. Therefore, efforts to improve service quality through increased midwife professionalism need more attention, especially in communication training and service ethics. This can contribute to reducing patient dissatisfaction and enhancing the quality of service in these healthcare facilities.

This research is essential as a response to the need to increase patient satisfaction, which is part of the healthcare service standards in Indonesia. Exemplary midwife professionalism is believed to improve service quality and patient satisfaction; however, there still needs to be a gap between patient expectations and reality, especially at the local level. Therefore, it is crucial to explore further the relationship between midwife professionalism and patient satisfaction in reproductive midwifery services, especially in Bandar Lampung. This study also aims to provide a deeper understanding of the factors influencing patient satisfaction in midwifery services and how efforts to improve midwife professionalism can enhance service quality.

High patient dissatisfaction can also reduce public trust in healthcare facilities, negatively impacting maternal and infant health. Dissatisfied patients may be reluctant to return or even delay seeking healthcare services, risking an increase in pregnancy and childbirth complications. If these complaints are not immediately addressed, the impact could be severe, including increased maternal and infant mortality rates.

Moreover, a lack of support for improving midwife professionalism can affect healthcare providers' performance, potentially leading to high work stress or burnout among midwives. This will undoubtedly affect the quality of care, so evaluating how midwife professionalism can impact patient satisfaction and service quality is essential. Improving midwife professionalism through continuous training and developing ethics and therapeutic communication are urgently needed.

Midwife competence development depends on formal education, experience, and access to evidence-based practice training. This can enhance midwives' clinical skills, enabling them to provide higher-quality services that align with international standards. Therefore, this study is expected to identify factors influencing midwife professionalism and provide recommendations for improving midwifery service quality in Bandar Lampung, aiming to achieve higher service standards and improve patient satisfaction.

Given this background, this study aims to fill a gap in the literature on the relationship between midwife professionalism and patient satisfaction in reproductive midwifery services, particularly at the Nurhasanah Independent Midwifery Practice in Bandar Lampung. Hopefully, The study results will contribute to developing policies and strategies to improve midwifery service quality locally and encourage enhanced competency and professionalism among midwives facing community health challenges.

METHOD

This study uses a quantitative research design with a correlational descriptive approach. The aim is to determine the relationship between midwifery professionalism and patient satisfaction in reproductive midwifery services¹⁰. The research was conducted at PMB Nurhasanah Bandar Lampung from March to May 2024.

The population in this study consists of all mothers who received services at PMB Nurhasanah Bandar Lampung, including pregnant women, those in labour, postpartum mothers, and women of reproductive age who received contraception services, totalling 168 individuals. The sampling technique used was purposive sampling, with inclusion criteria being patients who have received reproductive midwifery services more than once and are willing to participate in the study. The sample size was determined using the Slovin formula with a margin of error of 5%, resulting in a sample of 114 respondents¹¹.

The instruments in this study included a questionnaire to assess midwifery professionalism and patient satisfaction. The midwifery professionalism questionnaire comprised 15 questions covering competence, ethics, communication, and empathy. This questionnaire was adapted to the local context and tested for validity and reliability. The patient satisfaction questionnaire also consisted of 15 questions assessing patient satisfaction based on indicators of midwifery services, such as midwife responsiveness, communication, comfort, and service quality. This instrument was also tested for validity and reliability.

Data were collected by distributing the questionnaires directly to respondents during consultations or receiving services. Each respondent was informed about the purpose of the study and given the freedom to choose whether to participate. Completed questionnaires were then collected for analysis.

Before the analysis, the data were tested for normality using the Kolmogorov-Smirnov test, which showed that they were normally distributed for midwifery professionalism (p-value = 0.318) and patient satisfaction (p-value = 0.406). The data were then analyzed using Pearson's correlation test to determine the relationship between midwifery professionalism and patient satisfaction.

RESULTS

Table 1. Frequency Distribution of Midwife Professionalism at Nurhasanah Independent Midwifery Practice

No	Variable	Frequency	Percentage (%)
1	Low	18	16
2	Medium	38	33
3	High	58	51
Total		114	100

The table above shows how respondents assessed the professionalism of midwives at PMB Nurhasanah Bandar Lampung based on the predefined categories. A total of 18 respondents (16%) rated the professionalism of the midwife as low, scoring below 45. While this group is a minority, it indicates a portion of patients who felt there was a lack of professionalism. Meanwhile, 38 respondents (33%) rated the midwife's professionalism as medium, with scores ranging from 46 to 60, indicating that one-third of respondents felt that the professionalism of the midwife was adequate but not optimal. The remaining 58 respondents (51%) rated the midwife's professionalism as high, representing the largest group with scores between 61 and 100. This shows that most respondents were satisfied and considered the professionalism of the midwife to be high at Nurhasanah Independent Midwifery Practice Bandar Lampung.

Overall, 51% of respondents rated the midwife's professionalism as high, which indicates a dominant positive perception of midwifery professionalism at Nurhasanah Independent Midwifery Practice Bandar Lampung. However, around one-third (33%) rated it as medium, and 16% rated it as low. This suggests that while the general perception of professionalism is exemplary, areas still need improvement to reach higher standards.

Table 2. Frequency Distribution of Patient Satisfaction at Nurhasanah independent Midwifery Practice

No	Variable	Frequency	Percentage (%)
1	Dissatisfied	10	9
2	Satisfied	89	78
3	Very Satisfied	15	13
Total		114	100

Table 2 presents the patient satisfaction distribution based on the questionnaire's scores. The satisfaction categories are divided into three groups: Dissatisfied, Satisfied, and Very Satisfied. Based on the data, ten patients (9% of the total respondents) reported being dissatisfied with the Nurhasanah

Independent Midwifery Practice Bandar Lampung service, indicating scores below 45. On the other hand, 89 patients (78% of the total respondents) were categorized as satisfied, scoring between 46 and 60. Finally, 15 patients (13%) reported being very satisfied, with scores ranging from 61 to 100, indicating a small group of patients who were highly satisfied with the service.

Most patients (78%) expressed satisfaction with the Nurhasanah Independent Midwifery Practice Bandar Lampung service, with a small group (13%) feeling very satisfied, while 9% felt dissatisfied. Although the satisfaction rate is high, the 9% dissatisfied patients indicate areas for improvement, including service quality, communication, or other factors affecting patient experience.

Table 3. The Relationship between Midwifery Professionalism and Patient Satisfaction at Nurhasanah Independent Midwifery Practice

Midwife Professionalism	Patient Satisfaction						P-value
	Dissatisfied		Satisfied		Very Satisfied		
	N	%	n	%	n	%	
Low	0	0	16	14	2	2	0,017
Medium	1	1	28	25	9	8	
High	9	8	45	39	4	3	
Total	10	9	89	78	15	13	

The research results indicate a significant relationship between midwife professionalism and patient satisfaction at Nurhasanah Independent Midwifery Practice Bandar Lampung, with a p-value of 0.017, suggesting that higher midwife professionalism is associated with higher patient satisfaction. In the low professionalism group, most patients felt satisfied (14%), but only a few (2%). In the medium professionalism group, the majority felt satisfied (25%), while in the high professionalism group, although most patients felt satisfied (39%), there were still some who were dissatisfied (8%). This shows that midwife professionalism is essential for patient satisfaction, although other factors influence this outcome.

DISCUSSION

This study shows that from 114 respondents, the distribution of midwife professionalism assessments revealed that 16% (18 respondents) rated the midwife's professionalism as low (score <45), 33% (38 respondents) rated it as medium (score 46-60), and the majority, 51% (58 respondents), rated it as high (score 61-100), indicating a positive perception of midwife professionalism. Regarding patient satisfaction, 9% (10 respondents) were dissatisfied, the majority (78% or 89 respondents) were moderately satisfied, and 13% (15 respondents) were satisfied. This reflects that most patients

considered the service adequate despite room for improvement. The p-value of 0.017 ($p < 0.05$) in the table indicates a significant relationship between midwife professionalism and patient satisfaction, meaning that patients served by midwives with a high level of professionalism tend to be more satisfied. These findings suggest a positive relationship between midwife professionalism and patient satisfaction, where higher professionalism correlates with higher patient satisfaction. This aligns with research at the Tatalu Health Center, which states that midwife professionalism significantly impacts the quality of maternal and child health services⁹. Professionalism, particularly in interpersonal skills and adherence to procedural standards, is crucial in enhancing patients' perceived quality of care.

Professionalism in healthcare emphasizes the importance of attitude, ethics, and competence as the foundation for professional behaviour. Midwife professionalism includes technical skills, confidence, empathy, and responsibility toward patients. According to Kartini et al. in *Profesionalisme Kebidanan*, midwives must understand technical aspects, behaviour, communication, and empathy¹². At Nurhasanah Independent Midwifery Practice, most patients rated the midwife's professionalism as high, indicating that the midwives met most professional standards.

Patient satisfaction is influenced by perceptions of service quality, with key elements being reliability, responsiveness, and tangible evidence of the service. Previous research has shown that midwife professionalism, which involves skills and ethics, is closely related to patient satisfaction⁹. Most patients who felt moderately satisfied at Nurhasanah Independent Midwifery Practice indicated that the services met their basic expectations, although some aspects may still need improvement. The Servqual model by Parasuraman, Zeithaml, and Berry identifies five dimensions that affect satisfaction: reliability, assurance, tangibles, empathy, and responsiveness. Midwife professionalism, especially in the dimensions of assurance and empathy, significantly impacts patients' perceptions of service quality. The research at Nurhasanah Independent Midwifery Practice found that high professionalism was associated with increased satisfaction, which aligns with this model¹³.

Other studies have shown that patient satisfaction increases when midwives prioritize effective communication and empathy in their services. For instance, research at RSU Mitra Sehati Medan showed that empathy and assurance provided by midwives positively correlated with patient satisfaction^{14,15}. At Nurhasanah Independent Midwifery Practice, effective communication and empathy can be further optimized, especially for patients who feel moderately satisfied but not fully satisfied.

This result emphasizes the importance of midwife professionalism in improving patient satisfaction. Although most patients are moderately satisfied, factors such as empathy, healthcare facilities, communication, and responsiveness can still be improved. This study supports the importance

of raising professionalism standards, where midwives must pay attention to interpersonal aspects and maintain good communication with patients ².

This study indicates that midwife professionalism, particularly empathy, communication, and technical skills, significantly improves patient satisfaction at Nurhasanah Independent Midwifery Practice. This conclusion is consistent with previous theories and research, which state that healthcare professional professionalism greatly influences patient satisfaction. Although most patients are moderately satisfied, improvements in communication and empathy are still needed to achieve optimal satisfaction levels.

CONCLUSION

This study concludes a significant relationship between midwife professionalism and patient satisfaction at Nurhasanah Independent Midwifery Bandar Lampung. Of the 114 respondents, the majority of patients (51%) rated the professionalism of the midwives as high and considered the service provided adequate. As many as 78% of respondents were moderately satisfied, and 13% were delighted. The results indicate that midwife professionalism, including empathy, communication, and technical skills, positively influences patient perceptions. A p-value of 0.017 strengthens the strong correlation between midwife professionalism and patient satisfaction. However, 9% of patients reported dissatisfaction, suggesting the need for improvements in areas such as communication quality, responsiveness, and facility comfort.

Given the importance of empathy and communication in enhancing patient satisfaction, midwives should further develop their interpersonal approach to care. This approach includes effective listening and communication skills, allowing midwives to better understand patients' concerns and needs. Good communication makes patients feel more valued and comfortable during their care experience.

Additionally, optimizing facilities and patient comfort should also be a priority. To reduce dissatisfaction, Nurhasanah Independent Midwifery is advised to evaluate existing facilities to ensure the healthcare environment supports both physical and psychological comfort for patients. Physical comfort, such as clean and comfortable waiting areas and a conducive atmosphere, is crucial for creating a positive experience during patients' time at the healthcare facility.

REFERENCES

1. WHO. Maternal mortality declined by 34 per cent between 2000 and 2020. *UNICEF*. Published online 2023. <https://data.unicef.org/topic/maternal-health/maternal-mortality/>
2. Kurniawati I, Yanti I, Flora HS, et al. *Pengantar Profesionalisme Kebidanan.*; 2021.

3. Anis. Profesionalisme Bidan dalam Meningkatkan Kualitas Layanan Profesionalisme Bidan dalam Meningkatkan Kualitas Layanan. Published online 2021:1-5.
4. Galuh Permatasari, Gladeva Yugi Antari, Luh Putu Sri Yuliasuti. Analisis Pelaksanaan Informed Consent Pada Pasien Bersalin Di Praktik Mandiri Bidan Ely Faridah. *J Kesehat*. 2023;11(1):71-79.
5. Badan Pusat Statistik. *Profil Statistik Kesehatan 2023*. 7th ed. Badan Pusat Statistik Indonesia; 2023.
6. Yuningsih R. Pengembangan Kebijakan Profesi Bidan dalam Upaya Meningkatkan Pelayanan Kesehatan Ibu dan Anak. *Aspir J Masal Sos*. 2019;7(1):63-76. doi:10.46807/aspirasi.v7i1.1280
7. ADM PLK. Cara Penurunan Angka Kematian Ibu dan Bayi. Published online 2023:1. <https://plk.unair.ac.id/cara-penurunan-angka-kematian-ibu-dan-bayi/>
8. Dinas Kesehatan Kabupaten Bandar Lampung. Profil Kesehatan 2023. Published online 2024:78.
9. Tuegeh LJ, Rumapea P, Kolondam HF. Pengaruh Profesionalisme Bidan Terhadap Kualitas Pelayanan Kesehatan Ibu Dan Anak Di Puskesmas Tatelu. *Angew Chemie Int Ed*. 2018;6(11):951–952.
10. Syapitri H, Amila, Aritonang J. *Buku Ajar Metodologi Penelitian Kesehatan*. Ahlimedia Book; 2021.
11. Nursalam. *Metodologi Penelitian Ilmu Keperawatan; Pendekatan Praktis*. 4th ed. Salemba Medika; 2016.
12. Kartini, Hikmandayani, Yuniar N, et al. *Profesionalisme Kebidanan*. Vol 1.; 2023.
13. Suhendra S, Nurdianti RRS. Penggunaan Metode Servqual dalam Pengukuran Kualitas Layanan Pendidikan. *Indones J Prim Educ*. 2019;2(2):72. doi:10.17509/ijpe.v2i2.15103
14. Harahap HP, Sikumbang R, Manalu FM. Pengaruh Mutu Pelayanan Kebidanan Terhadap Tingkat Kepuasan Ibu Nifas Di RSUD Mitra Sejati Medan. *J Kesehat Glob*. 2020;3(3):130-139.
15. Mahedewa MBP, Hanadi S, Utami NAT. Peran Bidan Dalam Pelayanan Kesehatan Reproduksi Perempuan Dan Keluarga Berencana Dalam Pelayanan Kebidanan. *SLR*. 2021;3(3):513-526.