

The Relationship between the Quality of Post Christmas Care Services and the Satisfaction of Postpartum Mothers at the Limboto Health Center

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Article Info

Article history:

Received 14 Apr, 2026

Revised 19 May, 2026

Accepted 10 Jun, 2026

Keywords:

Postpartum Mothers,
Satisfaction, Quality of Post
Natal Care Service

ABSTRACT

The postpartum period is a period of 42 days after childbirth which is marked by physical, psychological, and social changes in the mother. In this phase, mothers need optimal health services to prevent complications, support recovery and successful breastfeeding. This study aims to determine the relationship between the quality of Post Natal Care (PNC) services and the satisfaction of postpartum mothers at the Limboto Health Center. Quantitative research method with cross sectional design. The population of 213 postpartum mothers with a sample of 68 respondents was determined using the Slovin formula. Data collection was carried out through a questionnaire on the quality of PNC services and the satisfaction of postpartum mothers. Data analysis used Fisher's Exact Test and Spearman Correlation tests. The results showed that most of the respondents had the quality of PNC service in the category of 43 people (63.2%), 15 people (22.1%), and 10 people (14.7%) lacked. The satisfaction level of postpartum mothers was mostly satisfied with 37 people (54.4%), satisfied with 16 people (23.5%), and dissatisfied with 15 people (22.1%). The results of the Fisher's Exact Test obtained a value of $p = 0.000$ ($p < 0.05$) and a Spearman coefficient $r = 0.672$ ($p = 0.000$) which showed that there was a meaningful relationship with strong correlation strength and positive direction. It was concluded that most postpartum mothers assessed the quality of PNC services as adequate and felt quite satisfied. There is a strong and positive meaningful relationship between the quality of PNC services and the satisfaction of postpartum mothers at the Limboto Health Center. It is recommended that the Puskesmas improve the quality of PNC services so that the satisfaction of postpartum mothers increases.

INTRODUCTION

The postpartum period is a period that begins after childbirth until 42 days after childbirth, which is characterized by various physical, psychological, and social changes in the mother. In this phase, mothers need optimal attention and health services to ensure that the recovery process goes well, prevent complications, and support the success of breastfeeding and the health of the mother and baby. Therefore, Post Natal Care (PNC) services are one of the essential health services and must be provided to all postpartum mothers according to midwifery service standards (Purba, et al., 2023).

Maternal health in general is an important indicator in determining the success of health development. Maternal health includes physical, mental, and social aspects that must be maintained from before pregnancy, during pregnancy, childbirth, to the postpartum period. Maintaining optimal maternal health conditions is a determining factor for healthy maternal and neonatal outcomes (Lestari, 2020). Maternal health is an important aspect in health development because it plays a role in determining the quality of future generations. Pregnancy, childbirth, and postpartum are periods that are vulnerable to health risks so they require proper monitoring and services to maintain the physical, mental, and social safety of the mother. After childbirth, attention to maternal health remains important as various complications can arise, such as postpartum bleeding, infections, anemia,

hypertension, postpartum depression, lactation disorders, wound pain, lack of sleep, anxiety, and fatigue, which can be exacerbated by a lack of knowledge about self-care and the baby, thus requiring quality, comprehensive, and responsive PNC services (Rokhimawaty et al., 2025). In addition, the condition of postpartum mothers is greatly influenced by the process of childbirth and previous pregnancies, because the recovery phase requires support from health services and families to prevent serious complications, including postpartum eclampsia, secondary bleeding, puerperal infections, and "triple burden" complications in the form of infectious diseases, non-infections, and malnutrition that can worsen maternal health (Anwar & Safitri, 2022).

Globally, the high maternal mortality rate is still a concern, where Indonesia's MMR in 2020 reached 189 per 100,000 live births, much higher than Malaysia (21) and Thailand (29) (Julianti, Yushida & Asmanidar, 2025). The main causes of maternal mortality in Indonesia are eclampsia, bleeding, and infections, especially in the postpartum period. Data from the Ministry of Health of the Republic of Indonesia recorded an increase in maternal mortality from 3,572 cases in 2022 to 4,482 in 2023, with the most common causes of pregnancy hypertension, bleeding, and heart disease, confirming the importance of the quality of postpartum services to reduce the risk of maternal complications and mortality (Ministry of Health of the Republic of Indonesia, 2022).

The achievement of PNC services in Gorontalo in 2024 is still not optimal, with only 78.1% complete postpartum visits, down from 85.8% in 2023 (Gorontalo Provincial Health Office, 2025). This decline indicates a reduction in

quality and range of services, which has the potential to increase the risk of complications in mothers if not treated immediately (Ministry of Health of the Republic of Indonesia, 2025).

Although Post Natal Care (PNC) is the standard for postpartum maternal services, the quality of its implementation in health facilities is still not optimal. The 2023 national survey shows that 41% of postpartum mothers do not receive postpartum counseling and 34% do not receive complete self-care and infant education. Irregular visits, incomplete physical examinations, poor communication, and inconsistent documentation indicate that PNC has not fully met the needs of the mother, thus risking complications such as infection, bleeding, lactation disorders, and postpartum depression, as well as reduced follow-up visitation participation. Therefore, improving the quality of PNC is a strategic priority to reduce maternal illness and mortality rates (Qorib, 2025).

The quality of health services is critical to the success of PNC, which includes the dimensions of physical evidence, reliability, responsiveness, reassurance, and empathy (Parasuraman). Good service increases maternal comfort, trust, and satisfaction, encouraging optimal use of PNC, while less satisfactory services, such as poor communication, limited facilities, or incomplete examinations, reduce satisfaction and risk reducing visits and compliance with medical recommendations (Karunia et al., 2022).

According to Astari (2020), the quality of Post Natal Care (PNC) services is not only assessed from medical measures, but includes ten dimensions that assess the satisfaction and experience of postpartum mothers, including the technical competence of health workers, affordability or access to services, effectiveness and efficiency of services, continuity of examinations, and safety of medical procedures to minimize the risk of complications.

In addition, other quality dimensions include the comfort of the room and staff, clarity of information about the health and care of the baby, the timeliness of services, and the ability of health workers to establish empathic communication and emotional support. The fulfillment of all these dimensions ensures that PNC services are complete, humane, and of quality, thus affecting the satisfaction of postpartum mothers. In maternal health, increasing patient satisfaction is important to encourage the utilization of PNC services and reduce the risk of morbidity and mortality. Postpartum mothers' dissatisfaction is usually triggered by technical factors, such as incomplete physical examinations, lack of education, no follow-up, and incomplete facilities, and non-technical factors, such as unfriendly attitude of health workers, lack of empathy, long waiting times, lack of privacy, and uncomfortable service spaces. This factor decreases trust and comfort, has an impact on service quality assessment and low subsequent PNC visits, so that the identification of the causes of dissatisfaction is important for improving service quality (Rokhimawaty et al., 2025).

The quality of Post Natal Care services includes not only physical examinations, but also the comfort of facilities, the competence of health workers, punctuality, communication, education, and emotional support of postpartum mothers. Quality service follows standards, is responsive, builds good relationships, and provides complete information, with a woman-centered care approach that respects the rights and experiences of mothers. This makes the mother feel safe, appreciated, and increases the satisfaction and sustainability of the visit, while low quality can hinder the utilization of PNC services (Isyos & Siti, 2024).

Various studies have shown a positive relationship between the quality of PNC services and the level of satisfaction of postpartum mothers. Sagita & Septiyani (2019) found that the dimension of health workers' responsiveness has a significant effect on the satisfaction of postpartum mothers. This research is supported by Cahyawati (2021) who shows that most respondents are satisfied with the maternal health services received. According to Khifdhiyyatus Sa'adah et al. (2023), the quality of postpartum services is significantly related to the level of satisfaction of postpartum mothers (p -value $0.022 < 0.05$).

The Limboto Health Center is a first-level health facility that provides maternal and neonatal services, including PNC. Data from the Gorontalo Regency Health Office in 2024 shows that this Puskesmas has the most

pregnant women, namely 85 out of 6,828 pregnant women in the district. Internal reports recorded fluctuations in postpartum visits, maternal complaints related to facilities, waiting times, and communication of health workers, as well as two cases of postpartum maternal deaths, which

indicates the risk of complications if the quality of service is not optimal (Gorontalo Regency Health Office, 2024).

In addition to the low coverage of postpartum visits and high maternal mortality rates, attention needs to be paid to the early detection of postpartum complications, as many postpartum mothers are unaware of danger signs such as prolonged bleeding, fever, hypertension, breastfeeding disorders, or postpartum depression. Incomplete PNC examinations, such as missed blood pressure measurements or in-depth communication between health workers, can delay treatment and increase the risk of serious complications to death (Suarayasa, 2020).

In 2024, the Limboto Health Center recorded the two most cases of postpartum maternal deaths in Gorontalo Regency due to severe complications, namely respiratory failure due to septic shock and ascites with pleuritis and peritonitis. These two cases emphasize the importance of early detection, quick handling, and appropriate referral, so that improving the quality of postnatal care services, complication screening, clinical communication, and postpartum follow-up is very necessary.

Initial observations of five postpartum mothers at the Limboto Health Center showed diverse experiences; some feel helped, but some hope for faster service and better communication of health workers, showing that the quality of PNC still needs to be improved to meet the physical and psychological needs of mothers.

Based on all of the descriptions above, quality post-natal care services have the potential to increase postpartum satisfaction and minimize the risk of postpartum complications. Considering that the Limboto Health Center has maternity coverage

high level and challenges in service quality, it is important to conduct research to assess the relationship between the quality of Post Natal Care services and the satisfaction of postpartum mothers as an effort to improve the quality of maternal health services at the basic health facility level.

For this reason, the researcher is interested in conducting a research entitled "The Relationship between the Quality of Post Christmas Care Services and the Satisfaction of Postpartum Mothers at the Limboto Health Center in 2025".

RESEARCH METHODS

This research has been conducted at the Limboto Health Center, Gorontalo Regency. The time for this research will be carried out from January 3 to 28, 2026. The type of research is quantitative with a cross sectional approach. In this study, the total population was 213 postpartum mothers, the sample was 68 respondents using the Slovin formula. The data processing process is carried out with the help of software, especially the SPSS program.

RESEARCH RESULTS

Distribution of Respondent Characteristics

Table 1 Frequency distribution

Yes	Age	Quantity	
		(f)	(%)
1	26-35 years (Early Adulthood)	27	39,7
	36-45 years (late adulthood)		
2		41	60,3
Quantity		68	100

Source: Primary Data, 2026

Based on Table 1 Age category based on the Ministry of Health (2009), 27 respondents (39.7%) are 26-35 years old (Early Adulthood) while 36-45 years (Late Adulthood) are 41 respondents (60.3%).

Respondent Characteristics Based on Education on the quality of Post servic

Table 2 Frequency Distribution by Education

Yes	Education	Quantity	
		(f)	(%)
1	Junior High School	20	29,4
2	High School	29	42,6
3	Bachelor	19	27,9
Quantity		68	100

Source: Primary Data, 2026

Based on table 2, it shows that of the 68 respondents who have the last high school education, there are 29 respondents (42.6%). The small number of respondents have a bachelor's education, namely 19 respondents (27.9%).

Respondent Characteristics Based on Work on the quality of post service

Table 3. Frequency distribution by occupation

Yes	Jobs	Quantity	
		(f)	(%)
1	IRT	46	67,6
2	Honorary	12	17,6
3	Private	1	1,5
4	PNS	9	13,2
Quantity		68	100

Source: Primary Data, 2026

Based on table 3, it shows that of the 68 respondents in IRT work, namely 46 respondents (67.6%), while a small number have jobs in the private sector, namely 1 respondent (1.5%).

Univariate

Distribution of Respondents based on the Quality of Post Natal Care (PNC) Services at the Limboto Health Center

Table 4. Frequency distribution by PNC Service Quality

Yes	PNC Service Quality	Quantity	
		(f)	(%)
1	Good	15	22,1
2	Enough	43	63,2
3	Less	10	14,7
Quantity		68	100

Source: Primary Data, 2026

Based on table 4, the results of the study show that out of 68 respondents, 15 respondents (22.1%) are in the Good category, which is 43 respondents (63.2%). Meanwhile, a small number of respondents assessed the quality of PNC's services to be in the poor category, namely 10 respondents (14.7%).

Distribution of respondents based on the satisfaction of postpartum mothers in the working area of the Limboto Health Center

Table 5 Frequency distribution by Satisfaction

Yes	Satisfaction Mothers of Postpartum	Quantity	
		(f)	(%)
1	Satisfied	16	23,5
2	Quite satisfied	37	54,4
3	Dissatisfied	15	22,1
Quantity		68	100

Source: Primary Data, 2026

Based on Table 5, the results of the study show that out of 68 respondents, postpartum mothers have a level of satisfaction in the Satisfied category, 16 respondents (23.5), are quite satisfied, namely 37 respondents (54.4%). Meanwhile, a small number of respondents were in the dissatisfied category, namely 15 respondents (22.1%).

Bivariate**The Relationship between the Quality of Post Christmas Care Services and the Satisfaction of Postpartum Mothers at the Limboto Health Center**

Table 6 Distribution of the Relationship between the Quality of Post Christmas Care Services and the Satisfaction of Postpartum Mothers at the Limboto Health Center

Post Christmas Care Service	Satisfaction of postpartum mothers						Quantity		P-Value
	Satisfied		Enough Satisfied		No Satisfied		n	%	
	n	%	n	%	n	%			
Good	11	73,3	4	26,7	0	0,0	15	100	0.000
Enough	5	11,6	31	72,1	7	16,3	43	100	
Less	0	0,0	2	20,0	8	80,0	10	100	
Total	16	23,5	37	54,4	15	22,1	68	100	

Source: Primary Data 2026

Based on table 4.6 From a total of 68 respondents, it is known that in the group of respondents who assessed the quality of Post Natal Care services in the good category as many as 15 people, most postpartum mothers stated that they were satisfied, namely 11 respondents (73.3%). In the group that assessed the quality of service as good as 43 respondents, most postpartum mothers stated that they were quite satisfied, namely 31 respondents (72.1%). Meanwhile, in the group that assessed the quality of service as lacking as many as 10 people, most of them stated dissatisfaction, namely 8 respondents (80.0%).

To test the significance of the relationship between the two variables, the Fisher's Exact Test was carried out with a value of $p = 0.000$ ($p < 0.05$). These results show that H_0 is rejected and H_a is accepted, which means that there is a statistically significant relationship between the quality of Post Natal Care services and the satisfaction of postpartum mothers at the Limboto Health Center.

DISCUSSION**Distribution of Post Christmas Care (PNC) Services at Limboto Health Center**

The results of the study showed that of the 68 respondents in the category of quality of post-natal care services, 15 respondents (22.1%) were in the good category. In this category, 10 dimensions are well met. The most striking dimensions are punctuality, namely that services are opened on time, relationships between people, namely friendly and empathetic midwives, and affordability, which is easily accessible. The dimensions of comfort and safety are also positive, shown clean rooms and complete equipment.

This result is in line with Sari, (2019), with the title "Postpartum Women's Perception of Postnatal Care Services with Revisits" stating that there is a relationship between postpartum mothers' perception of direct evidence of postnatal care services and interest in postnatal care revisits of Post Natal Care services. In the study, the researcher also stated that the better the perception of direct evidence of respondents on the quality of Post Natal Care services, the more interest in revisiting Post Natal Care services tends to be more and vice versa. Direct evidence in this study can be shown by having a sufficient and clean waiting room, having a clean bathroom, having modern and well-functioning medical equipment, the examination room is clean, neat and comfortable, the examination bed is clean and tidy, the consumables are always updated, and the appearance of the midwife is always clean and neat (Hatijar, 2021).

Based on the results of data analysis, it was found that as many as 15 respondents (22.1%) assessed the quality of Post Natal Care (PNC) services in the good category. This group of respondents has relatively uniform characteristics. The most prominent characteristic is the age of late adulthood (36–45 years), which is as many as 9 people.

The age group of 36-45 years influenced the assessment of several dimensions of service quality referring to the SERVQUAL theory. In the dimension of human relations and service continuity, which is an operationalization of the Empathy dimension of SERVQUAL, respondents assessed that midwives are friendly, patient, and empathetic so that communication can be established well. Respondents also hoped that there would be a follow-up to the complaint at the next visit, even though their history of childbirth was carried out at another health facility. In the information dimension that corresponds to the Assurance dimension of SERVQUAL, mothers aged 36-45 years generally have previous childbirth experience. Some postpartum mothers said that they gave birth at Bhayangkara Hospital, Dunda Limboto Hospital, and Multazam Hospital, but still chose to get PNC services at the Limboto Health Center because the location is closer and easier to reach. Previous childbirth experience makes them have a higher standard of information, so they remain critical if education about the danger signs of postpartum is delivered too briefly or in-depth. Furthermore, in the timeliness dimension which is the operationalization of the SERVQUAL Responsiveness dimension, this group assesses that PNC services at the Limboto Health Center have been opened as scheduled. The timeliness of service is considered important because

fast follow-up service can help postpartum mothers without too much disruption to their household activities.

According to the SERVQUAL Parasuraman theory, Zeithaml & Berry (1988), the quality of service is assessed as good if the respondents' perception of the services received has met or exceeded their expectations. In this study, the age group of 36-45 years assessed positively on the dimensions of Empathy, Assurance, and Responsiveness. When these three dimensions are met, it appears that the quality of PNC services at the Limboto Health Center is in the good category even though childbirth is not carried out at the health center.

The quality of Post Natal Care (PNC) services is known that as many as 43 respondents (63.2%) assessed the quality of Post Natal Care services which were in the sufficient category, the majority of postpartum mothers assessed 10 dimensions as fulfilled at a moderate level. These results show that most PNC officers are able to provide services that meet standards, maintain good communication with postpartum mothers, and are able to adjust to the needs of mothers and babies during the service process.

In line with previous research conducted by Aisyah & Wahyono, (2021), on postpartum mothers at the Karangdoro Health Center, Semarang City, which showed that most respondents assessed the quality dimension of Post Natal Care to be in the category of being quite good, including physical aspects, reliability, personal interaction, problem-solving, and policy. Supported by the results of Sutrisno's research, (2022) at the Kota Tengah Health Center, Gorontalo, the Community Satisfaction Index (IKM) score for Post Natal Care services was 68.47% which is included in the quality of good service, which shows that the majority of patients have sufficient assessment of the services provided.

From the results of data analysis, it was found that 43 respondents (63.2%) assessed the quality of Post Natal Care services to be in the sufficient category. The most prominent characteristic of this group is the work of 30 housewives. The condition of being a housewife affects respondents' assessment of several dimensions of service quality according to the theory of SERVQUAL, 1988. In the dimensions of punctuality and affordability, which is the operationalization of the Responsiveness and Tangibles dimensions of SERVQUAL, respondents assessed that the waiting time for services was quite short and the location of the Limboto Health Center was easy to reach. This is in accordance with the condition of IRTs who have more flexible time and more often use the nearest health services. However, in the information dimension that corresponds to the SERVQUAL Assurance dimension, respondents consider that the explanation of postpartum danger signs is still lacking in detail and tends to use medical terms. Meanwhile, in the dimension of human relations which is an operationalization of the Empathy dimension of SERVQUAL, communication between midwives and patients is considered quite good but not completely personal and deep. According to SERVQUAL's theory, the quality of service is considered sufficient when the respondents' perception only partially meets their expectations. In this IRT group, the Responsiveness and Tangibles dimensions have met basic expectations, but the Assurance and Empathy dimensions have not been fully met. As a result, the service is considered to have met the basic needs of postpartum mothers, but has not reached the ideal standard, so it is included in the sufficient category (Marzuq & Andriani, 2022).

Health workers who provide Post Natal Care services show sufficient service quality if they have qualified abilities to carry out their duties. This ability allows midwives to handle various patient needs appropriately and effectively so that services become more targeted and professional (Hatijar, et al., 2021). In addition, the speed and responsiveness of administrative officers in providing services play an important role in making it easier for patients to obtain services with relatively easy, fast, and uncomplicated procedures. This condition shows that there is good coordination between officers and efficient service flow management so that the patient's experience while receiving services becomes more comfortable (Sipahutar, 2025).

Meanwhile, post-natal care services are in the poor category, namely 10 respondents (14.7%). In this category, it shows that 10 quality dimensions have not been met optimally. The tabulation of items shows the weak timeliness dimension due to the long waiting time >30 minutes, the information dimension because postpartum hazard education is considered short and difficult to understand, and the service continuity dimension because there is no follow-up on complaints from previous visits. This condition reflects the need for more attention to improving the quality of service so that all patients can receive safe, comfortable and consistent service according to standards.

In line with previous research by Putri & Santoso, (2020) on postpartum mothers at the Banjarsari Health Center, Surakarta which showed that there were 10.5% of respondents who assessed the quality of Post Natal Care services in the poor category, especially in the aspects of reliability and problem-solving. This is supported by research by Rahmawati (2021) at the Teluk Kendari Health Center which found that as many as 8.3% of respondents categorized the quality of PNC services as lacking. The quality of Post Natal Care services is classified as poor if the midwives who provide services are unable to adjust the service to the patient's needs and do not follow the applicable standard procedures (Astuti, et al., 2025).

From the results of data analysis, it was found that 10 respondents assessed that the quality of Post Natal Care services was in the poor category. The most prominent characteristic in this group is the final adult age of 36-45 years as many as 7 people, the age group of 36-45 years affects the respondent's assessment of several dimensions of service quality according to the SERVQUAL theory, In the dimension of information and technical competence which is the operationalization of the Assurance and Reliability dimensions, respondents consider the explanation of the danger signs of postpartum to be less detailed and the officer does not explain the examination procedure thoroughly. This result is suspected because mothers aged 36-45 years generally have previous childbirth

experience, so they have higher expectations for the quality of information and technical services. In the dimension of service continuity that is in accordance with the dimension of Empathy, respondents feel that there is no follow-up of complaints on the next visit. Meanwhile, in the comfort dimension, which is an operationalization of the Tangibles dimension, the waiting room and examination room are considered less comfortable for postpartum mothers who bring babies. According to SERVQUAL's theory, the quality of service is considered less when the respondents' perception is below their expectations. In this age group of 36-45 years, expectations for several dimensions have not been met. As a result, even though basic services have been provided, the perception of the overall quality of service is in the category of lacking.

From the results of data analysis, the researcher assumes that the quality of Post Natal Care (PNC) services at the Limboto Health Center is generally in the category of adequate. These results show that the services provided have met the basic needs of patients, but they are not even and not optimal in all 10 dimensions of service quality. This inequality is suspected to be influenced by differences in respondents' characteristics, especially age, education and occupation, which affect the perception of the services received.

Distribution of Postpartum Satisfaction at Limboto Health Center

The results showed that of the 68 respondents who had a level of satisfaction in the satisfied category, as many as 16 respondents (23.5%). This category provides a consistently positive assessment of all four indicators. The indicators of access to health services are fulfilled through the ease of service coverage without cost or transportation barriers. Indicators of the quality of health workers' services are reflected in the competence of midwives in clinical examinations and empathic communication skills. The indicators of the health service process are considered effective because the service flow takes place quickly and systematically when visits are not congested. Health service system indicators are met through the availability of adequate infrastructure facilities and the certainty of revisit schedules.

This study is in line with the research of Prasetyo and Lestari (2021) (in Purnomo, et al., 2026) which reported a significant relationship between nurses' empathic communication and postpartum patient satisfaction ($p < 0.01$). Rahmawati and Hidayah, (2022) also found that postpartum patients showed higher levels of satisfaction when nurses provided detailed, communicative, and continuous explanations of the procedure. Recent research on maternity services shows that clarity of information and structured communication are the main predictors of patient satisfaction. The consistency of these findings shows that nurse communication is a key factor in shaping a positive health service experience in various service settings, including postpartum rooms (Purnomo, et al., 2026).

From the results of data analysis, it was found that 16 respondents assessed the quality of Post Natal Care services to be in the satisfied category. The most prominent characteristic of this group was the work as housewives of 10 respondents. The condition as an IRT affects the respondents' assessment of several dimensions of service quality according to the theory of SERVQUAL Parasuraman, Zeithaml, and Berry (1988). In the dimensions of punctuality and affordability, which are operationalizations of the dimensions of Responsiveness and Tangibles, respondents assessed that PNC services at the Limboto Health Center were opened according to schedule and the location was easy to reach from home. This is in accordance with the condition of IRT which has more flexible time and uses the nearest health facility more often. In the information dimension that corresponds to the Assurance dimension, respondents consider the midwife's explanation of postpartum care and danger signs to be quite clear and easy to understand. Meanwhile, in the dimension of human relationships which is an operationalization of the Empathy dimension of SERVQUAL, midwives are considered friendly, patient, and provide personal attention during examinations. Satisfaction is formed when the perception of the service received has met or exceeded the expectations of the respondents. In this IRT group, the dimensions of Responsiveness, Tangibles, Assurance, and Empathy have been well met. As a result, PNC services at the Limboto Health Center are considered successful in meeting the needs and expectations of postpartum mothers, so that an assessment of the satisfaction category appears.

Based on the results of the research conducted at the Limboto Health Center, it is known that as many as 37 respondents (54.4%) have a level of satisfaction in the category of quite satisfied. Perceived all four indicators to be met at a moderate level. The indicators of access to health services and the quality of health workers' services are considered good because services are available when needed and midwives provide professional services. Healthcare process indicators are assessed as standard through patient-understandable procedures with wait times within tolerance limits. However, the indicators of the health service system are not optimal because some respondents consider the follow-up of schedules and the recording system to be inconsistent.

From the results of data analysis, it was found that 37 respondents assessed the quality of Post Natal Care services to be in the category of quite satisfied. The most prominent characteristic of this group was the work as a housewife as many as 28 respondents. This assessment can be explained through the SERVQUAL theory of Parasuraman, Zeithaml, and Berry (1988). In the IRT group, the dimensions of Responsiveness and Tangibles of SERVQUAL, which are operationalized through timeliness and affordability, have been met. Respondents assessed that the service started on time and the location of the Limboto Health Center was easy to reach, so that the basic needs of services were met. However, in the dimension of Assurance and Empathy which is operationalized through information and human relationships, the service is not fully optimal. Respondents assessed that the explanation of

postpartum care and danger signs was still lacking in detail, and the interaction between officers and patients was not fully personal and in-depth. As a result, the perception of service only partially meets the expectations of respondents. According to SERVQUAL's theory, service quality is considered quite satisfactory when respondents' perceptions meet basic expectations in some dimensions, but do not meet ideal expectations in others. In this IRT group, the basic needs of services have been met, but the information and empathy aspects are not fully optimal. This causes respondents to feel quite satisfied, but have not yet reached the category of full satisfaction.

This is in line with research conducted by Harahap, et al, (2020), which showed that most postpartum mothers at RSU Mitra Sejati Medan had satisfaction in the category of quite satisfied, which was 72.2%. Supported by the results of Sa'adah's research (2023) which shows that most postpartum mothers at Sebening Kasih Hospital are also quite satisfied with the quality of PNC services received.

Based on the results of the research conducted at the Limboto Health Center, it is known that a small number of respondents are in the dissatisfied category, namely 15 respondents (22.1%). The indicator of health service performance is considered weak because the information conveyed is difficult to understand, midwife communication is ineffective and the waiting time is long due to the surge in the number of patients. The indicators of the health service system are not met due to limited facilities. Indicators of access to health services are hampered by the availability of clear procedures. The indicator of the quality of health workers' services is considered insufficient because education is not communicative when midwives experience workload fatigue.

In line with research conducted by Nurwahida (2024), it shows that a small percentage of postpartum mothers, namely 42.7% in the Makassar City Health Center's work area, expressed dissatisfaction with the use of post-natal care services. Supported by the results of a study conducted by Astuti, et al (2025), it shows that a small percentage of postpartum mothers in the work area of the UPT Anjir Serapat Health Center, namely 11 people (36.7%) stated that they were dissatisfied with PNC services (Khikmi, 2025).

From the results of data analysis, it was found that 15 respondents assessed the quality of Post Natal Care services to be in the category of dissatisfaction. The most prominent characteristic of this group was the age of 36-45 years as many as 10 people. The age group of 36-45 years influenced respondents' assessment of several dimensions of service quality according to SERVQUAL theory. Mothers at this age generally have previous childbirth experience, so they have a higher standard of expectation for service quality. In the dimension of SERVQUAL Assurance which is operationalized through information and technical competence, respondents assessed that the midwife's explanation of the danger signs of postpartum was less detailed and the examination procedure was not thoroughly explained. In the Empathy dimension which is operationalized through service continuity, respondents feel that there is no follow-up of complaints on the next visit. Meanwhile, in the Tangibles dimension which is operated through comfort, the waiting room and examination room are considered less comfortable for postpartum mothers who carry babies. According to SERVQUAL's theory, service quality is considered dissatisfied when respondents' perceptions are far below expectations in most service dimensions. In this age group of 36-45 years, previous experience makes expectations for the dimensions of Assurance, Empathy, and Tangibles higher. Because these three dimensions have not been met, there is an assessment of the category of dissatisfaction with PNC services at the Limboto Health Center.

From the results of the analysis, the researcher assumes that the level of satisfaction of postpartum mothers at the Limboto Health Center is influenced by the inconsistency of fulfilling four satisfaction indicators, namely access to services, quality of health workers, service processes, and service systems. This inconsistency is thought to be related to fluctuations in midwives' workload. The satisfied category tends to be achieved if the four indicators are met optimally, especially in conditions of patient visits that are not congested.

The Relationship between the Quality of Post Christmas Care Services and the Satisfaction of Postpartum Mothers at the Limboto Health Center

Based on Table 6, an analysis was conducted to see the relationship between the quality of Post Natal Care services and the satisfaction of postpartum mothers at the Limboto Health Center in 68 respondents. The results of the hypothesis test using Fisher's Exact Test obtained P-Value = 0.000 ($p < 0.05$), Post Natal Care which means that there is a statistically significant relationship between the quality of Post Natal Care services and the satisfaction of postpartum mothers. These results are supported by the research of Rospia., (2025), showing that there is a relationship between the quality of midwifery services and the satisfaction of postpartum mothers. To understand the direction of the relationship, the following is described the distribution in each category of service quality, namely:

In the category of service quality that was assessed as good, as many as 15 respondents were found that most of the respondents, namely 11 people (73.3%) expressed satisfaction. This high percentage shows that when postpartum mothers get services that are in accordance with standards, including the friendliness of officers, speed of service, completeness of information, and competence of actions, then postpartum mothers' satisfaction will be optimally formed. Meanwhile, 4 other respondents (26.7%) in the good service group stated that they were quite satisfied. This condition illustrates that even though the service has been considered good, there are still 31.3% of postpartum mothers who have higher expectations so that their satisfaction has not reached the level of satisfaction.

When associated with respondent characteristics/supporting factors, the age group of 26-35 years is the dominant group in the good quality category. Some of this group gave birth at a referral hospital, but chose to continue postpartum treatment at the nearest health facility, namely the Limboto Health Center. According to the theory of SERVQUAL Parasuraman, Zeithaml, and Berry (1988), the experience of service in hospitals forms a higher standard of expectations for the dimensions of Assurance and Responsiveness. In the Assurance dimension which is operationalized through completeness of information and technical competence, respondents aged 26-35 years assessed that midwives at the Limboto Health Center were able to provide clear explanations and actions according to the standards they had received at the hospital. In the Responsiveness dimension which is operationalized through punctuality, services start according to schedule and there are no long queues. The fulfillment of these two dimensions is in accordance with the needs of the age group of 26-35 years who tend to be active in work and need fast and informative service.

An individual's level of understanding of service standards greatly influences how they assess the quality of a service. Education is one of the factors that shape a person's ability to interpret information, recognize procedures, and compare the experience received with expectations. The higher a person's cognitive abilities, the more critical and detailed they will be in assessing aspects of service, including the speed, accuracy, and courtesy of the officers. Differences in educational backgrounds may explain the variation in perceptions of service quality because individuals with secondary education tend to refer to direct experience and practical understanding rather than to more complex formal standards (Lake, et al., 2024).

Another factor that increases patient satisfaction is the easy-to-understand service procedures so that patients can follow the treatment process clearly and without confusion. Thus, most postpartum mothers feel that post-natal care services at this facility are adequate, effective, and able to meet their needs optimally, both in terms of service quality, attention to officers, and ease of procedures (Suhendri, et al., 2025).

Furthermore, in the category of quality of Post Natal Care services which were considered sufficient as many as 43 respondents, the dominant satisfaction pattern was quite satisfied, namely 31 people (72.1%). These results show that there is a correlation between the assessment of service quality and the level of satisfaction felt. Standard or sufficient service will produce enough feelings for most postpartum mothers. In this group, there were also 5 respondents (11.6%) who stated that they were satisfied even though the service was only sufficient. This can be caused by the low initial expectations of postpartum mothers, so standard services are considered satisfactory. However, there were 7 respondents (16.3%) who stated that they were dissatisfied with the sufficient service group. This indicates that the standard of "adequate" according to the institution's assessment may not necessarily meet the expectations of all postpartum mothers, especially for those who need more attention or education.

If it is associated with the characteristics of respondents/supporting factors, the dominant category is quite satisfied (72.1%) with the quality of service is quite due to the characteristics of the majority of respondents, namely IRT (67.6%), the IRT group has realistic but critical expectations for the dimensions of Responsiveness and Reliability of SERVQUAL. As IRTs, they have a high domestic load so they are sensitive to waiting times and clarity of service procedures. In the Responsiveness dimension which is operationalized through punctuality, services at PKM Limboto are considered sufficient with a waiting time of 20-30 minutes. In the Reliability dimension which is operationalized through procedural clarity, the service flow is delivered in a standard manner without obstacles. When these two dimensions are fulfilled according to IRT's expectations, there is moderate or moderately satisfied satisfaction. The 5 respondents (11.6%) who stated that they were satisfied even though the quality was sufficient were likely to have low initial expectations for the Assurance dimension, so the friendliness of the midwives and basic actions were considered satisfactory. Meanwhile, 7 respondents (16.3%) who are not satisfied with the quality are quite likely to have high expectations for the Tangibles dimension in the form of infrastructure facilities and waiting room comfort. Thus, the inconsistency in fulfilling the dimensions of Responsiveness and Reliability due to fluctuations in midwife's workload has a direct impact on the variation in satisfaction of the dominant group of IRT.

In line with research conducted by Xu & Zhang (2025) which shows that the age factor is one of the important determinants in satisfaction with the use of health services. Supported by the results of Adongo's research, Atinga & Kyeremeh (2025) showed that older age was significantly associated with increased use of healthcare services compared to younger age groups, reflecting that longer experiences and increased health needs in late adulthood encourage them to use healthcare more frequently.

Late adulthood tends to have broader experience in utilizing health services so that they are able to assess services with a realistic perspective. The experience allows individuals to understand procedures, anticipate obstacles, and adjust expectations to the quality of services provided. This shows that an individual's experience and understanding of healthcare plays an important role in the perception of patient satisfaction (Ananta, et al., 2025).

Post Natal Care services have an important role in supporting the health and well-being of postpartum individuals. The level of satisfaction that falls into the category of satisfied enough indicates that the service generally provides benefits and meets the basic expectations of the individual during the postpartum period. This reinforces that PNC can contribute positively to maternal and infant health and affirms the importance of

sustainability and improving the quality of postpartum services (Yunia & Raraningrum, 2020).

In the category of Post Natal Care service quality, which was assessed as less than 10 respondents, the distribution of satisfaction showed a pattern that was inversely proportional to the good category. Most of the respondents in this group, namely 8 people (80.0%) stated that they were not satisfied. This very high percentage clearly proves that shortcomings in service, such as delays, lack of communication or a lack of empathy for officers, will have a direct impact on the emergence of disappointment and dissatisfaction in postpartum mothers. Only 2 respondents (20.0%) stated that they were quite satisfied with the lack of service group. These two respondents have a high tolerance for lack of services due to other factors such as the proximity of the health center or free fees.

This high percentage of dissatisfaction is influenced by the characteristics of the majority of respondents, namely Housewives (IRT) as many as 67.6%, who experience services at a time when the workload of midwives is high. According to the SERVQUAL theory of Parasuraman, Zeithaml, and Berry (1988), the IRT group is very sensitive to the dimensions of Responsiveness and Empathy. As IRTs, they have a high domestic burden so that service delays directly interfere with activities at home. In the dimension of Responsiveness which is operationalized through punctuality, waiting time of >45 minutes and unclear procedures make respondents feel that the service is not responsive to their needs. In the dimension of empathy which is operationalized through personal communication, convoluted communication and less empathetic attitude of officers further strengthen the assessment of dissatisfaction. Failure in these two dimensions is the main cause of 80.0% of respondents giving a dissatisfied rating, even though service access indicators such as distance and cost are met. The 2 respondents (20.0%) who stated that they were quite satisfied with the poor quality, had a high tolerance for the weakness of the Responsiveness dimension due to the very easy service access factor, such as the distance of the health center near home and free of charge. This factor masks the deficiencies in the dimensions of Responsiveness and Empathy so that the assessment does not fall into the category of dissatisfaction. Thus, the failure to meet the dimensions of Responsiveness and Empathy in the poor quality category had the most significant impact on the IRT group which is the dominant population at the Limboto Health Center.

In line with research conducted by Amatiria (2020) which shows a significant relationship between the quality of antenatal care (ANC) services and patient satisfaction at Graha Husada Hospital where the lower quality of service is related to the percentage of patients who are less satisfied with the health services received. Supported by research by Sari & Widodo, (2022) which found a significant relationship between the quality of nursing services and patient satisfaction, this study shows that improving the quality of service correlates with an increase in patient satisfaction.

Based on SERVQUAL's theory, service quality can be measured through five main dimensions, namely tangible evidence, reliability, responsiveness, assurance, and empathy. This theory shows that the quality of post-natal care services does not only depend on technical procedures and the competence of health workers, but also on the ability of officers to respond to patient needs, show empathy, and provide safe and reliable services (Marzuq & Andriani, 2022).

The quality of Post Natal Care (PNC) services can affect the satisfaction of postpartum mothers. This happens because postpartum mothers need special attention, clear information about postpartum care, and follow-up on the health conditions of the mother and baby Utama, et al, (2021). Mothers who receive good quality services tend to feel cared for, professionally accompanied, and get adequate explanations about their health. On the other hand, if postpartum care services are less than optimal, for example, communication is less effective or health workers are limited, postpartum mothers feel less supported and experience lower satisfaction with the services received (Purnanda, 2024).

The high quality of post-natal care services does not only include technical aspects such as the accuracy of medical procedures and health monitoring, but also non-technical aspects such as friendliness, patience, and responsiveness of health workers to maternal complaints. When these aspects are met, postpartum mothers will feel safer and more comfortable, thus giving rise to positive experiences during the postpartum period. On the other hand, if the quality of service is low, for example, health workers are less communicative or the information provided is incomplete, postpartum mothers tend to experience dissatisfaction, anxiety, or discomfort, which can affect their perception of the overall service (Agustina, et al., 2025).

In addition, the relationship between the quality of PNC services and the satisfaction of postpartum mothers can also be explained through psychological and social perspectives. Responsive and quality PNC services can reduce postpartum anxiety and stress after childbirth, increase confidence in caring for babies, and build positive interactions between mothers and health workers. This activity indirectly strengthens the mother's satisfaction with service, as they feel supported physically, emotionally, and socially. Thus, improving the quality of PNC services is an important factor to ensure the welfare of postpartum mothers and the success of maternal and child health programs at Puskesmas (Mahmudah, 2025).

This study can be assumed that the satisfaction of postpartum mothers at the Limboto Health Center is highly determined by the quality of Post Natal Care services received, where good service is proven to produce 73.3% of satisfied postpartum mothers while poor service causes 80.0% of postpartum mothers to feel dissatisfied, so I believe that improving the quality of interaction, communication, and empathy of officers is the main key to increasing maternal satisfaction and compliance postpartum in undergoing a recovery period.

CONCLUSION

The distribution of the quality of Post Natal Care services at the Limboto Health Center from 68 respondents showed that most of them were in the adequate category, namely 43 respondents (63.2%), followed by the good category of 15 respondents (22.1%), and a small number in the poor category, namely 10 respondents (14.7%).

The distribution of postpartum mothers' satisfaction with Post Natal Care services at the Limboto Health Center from 68 respondents showed that most were in the category of moderately satisfied, namely 37 respondents (54.4%), followed by the satisfied category of 16 respondents (23.5%), and the dissatisfied category, namely 15 respondents (22.1%).

There is a statistically significant relationship between the quality of Post Natal Care services and the satisfaction of postpartum mothers at the Limboto Health Center, as evidenced by the results of the Fisher's Exact Test $p = 0.000$ and the strength of the strong category relationship with a positive direction $r = 0.672$.

SUGGESTIONS

The institution is expected to improve the quality of PNC services through the provision of adequate resources, staff training, and routine supervision so that the quality of service is more optimal and the satisfaction of postpartum mothers increases.

It is expected to pay attention to input from respondents related to PNC services, especially in aspects that are still considered lacking, by conducting routine evaluations and improving service procedures. This aims to increase comfort, satisfaction, and quality of service for postpartum mothers.

Postpartum mothers as service users are expected to be more active in providing constructive input or criticism regarding the quality of PNC services. This participation is important to help the Puskesmas in improving the quality of services to match the needs and expectations of postpartum mothers.

Researchers are then advised to conduct similar studies with a wider sample or by adding other variables, such as socio-economic factors or education level, so that the results of the study can provide a more comprehensive picture of postpartum mothers' satisfaction with PNC services

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