

ABSTRAK

Pelayanan kesehatan ibu hamil dan balita merupakan salah satu bentuk pelayanan publik yang menjadi tanggung jawab pemerintah melalui Puskesmas sebagai fasilitas pelayanan kesehatan tingkat pertama. Pelayanan tersebut bertujuan meningkatkan derajat kesehatan ibu dan anak melalui pelayanan yang mudah diakses, berkualitas, dan sesuai standar. Namun, berdasarkan kondisi di Puskesmas Muara Batu Kabupaten Aceh Utara masih ditemukan berbagai kendala yang memengaruhi pelaksanaan pelayanan kesehatan. Penelitian ini bertujuan untuk mengetahui bentuk pelayanan kesehatan ibu hamil dan balita serta menganalisis faktor-faktor yang menyebabkan pelayanan tersebut belum optimal di Puskesmas Muara Batu Kabupaten Aceh Utara. Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Informan penelitian terdiri atas Kepala Puskesmas, Kepala Bidang pelayanan ibu hamil, Kepala Bidang pelayanan balita, bidan ibu hamil, bidan balita, staf administrasi, ibu hamil, orang tua balita, dan akademisi. Data dikumpulkan melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis menggunakan reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa pelayanan kesehatan ibu hamil meliputi pemeriksaan kehamilan, pemeriksaan USG, imunisasi, konseling, dan edukasi, sedangkan pelayanan balita meliputi pemantauan pertumbuhan dan perkembangan, imunisasi, Manajemen Terpadu Balita Sakit (MTBS), serta pelayanan gizi. Meskipun seluruh bentuk pelayanan telah dilaksanakan sesuai standar pelayanan kesehatan, pelaksanaannya belum optimal karena masih terdapat keterbatasan sarana dan prasarana, waktu tunggu pelayanan yang relatif lama, serta komunikasi dan daya tanggap tenaga kesehatan. Penelitian ini menyimpulkan bahwa pelayanan kesehatan ibu hamil dan balita di Puskesmas Muara Batu telah berjalan sesuai program pelayanan kesehatan, namun masih diperlukan peningkatan fasilitas, kualitas komunikasi, serta responsivitas tenaga kesehatan agar kualitas pelayanan dapat memenuhi harapan masyarakat secara optimal.

Kata Kunci: *Pelayanan Kesehatan, Ibu Hamil, Balita, Puskesmas, Pelayanan Publik.*

ABSTRACT

Maternal and child health services are essential public services delivered through Community Health Centers (Puskesmas) as primary healthcare facilities in Indonesia. These services aim to improve maternal and child health by providing accessible, high-quality, and standardized healthcare services. However, several challenges affecting the implementation of maternal and child health services were still identified at the Muara Batu Community Health Center, North Aceh Regency. This study aimed to identify the forms of maternal and child health services and to analyze the factors contributing to the services not being fully optimized at the Muara Batu Community Health Center, North Aceh Regency. A qualitative research method with a descriptive approach was employed. The informants consisted of the Head of the Community Health Center, the Heads of Maternal and Child Health Services, maternal and child health midwives, administrative staff, pregnant women, parents of toddlers, and an academic. Data were collected through observation, in-depth interviews, and documentation, and were analyzed using data reduction, data display, and conclusion drawing and verification techniques. The findings revealed that maternal health services included antenatal care, ultrasound examinations, immunization, counseling, and health education, while child health services consisted of growth and development monitoring, immunization, Integrated Management of Childhood Illness (IMCI), and nutrition services. Although these services were implemented in accordance with the applicable healthcare service standards, they have not yet been fully optimized due to limited facilities and infrastructure, relatively long waiting times, and inadequate communication and responsiveness of healthcare personnel. The study concludes that maternal and child health services at the Muara Batu Community Health Center have been implemented in accordance with the established healthcare programs; however, improvements in facilities, communication quality, and the responsiveness of healthcare personnel are still required to ensure that service quality fully meets community expectations.

Keywords: *Maternal Health Services, Child Health Services, Community Health Center (Puskesmas), Public Service.*