

Thesis Title Quality of Care in Family Planning:
Case Study of Clients Perspectives
Toward Health Center of Urban Slum
and Rural Communities, In Yogyakarta,
Indonesia

Name Ambar Widaningrum

Degree Master of Arts (Health Social Science)

Thesis Supervisory Committee

 Santhat Sermsri, Ph.D

 Oratai Rauyajin, M.A., Dr.P.H.

 Uraiwan Kanungsukkasem, Ph.D

Date of Graduation 8 May B.E. 2540 (1997)

ABSTRACT

This was a cross sectional study aimed at identifying clients' perspectives on the quality of care in family planning services delivered by public health centers in Yogyakarta, Indonesia. It was a study based on clients who have different social status regarding the views on quality of care in family planning.

The study was conducted in two sub-districts of Yogyakarta Province in Indonesia, with low socio economic characteristics. The studied population was family planning clients (women) of two public health centers that delivered family planning services to married/childbearing age women of these two areas. A complementary research method, including quantitative and qualitative approaches was applied.

Women in this study expressed that almost all elements in the unit of service received were satisfactory. The weakest element was information given to clients. Family planning clients have not been given sufficient emphasis to full and honest information about various contraceptive methods, side effects, possible

risks, and other reproductive health issues. This information was least covered during service contact. On the other hand, the majority of clients did not urge to ask questions and preferred to be told what they should do.

The results based on bivariate and multivariate analysis showed that women's level of education, occupational affiliation, and degree of participation in the community organization were found to have a statistically significant relationship with women's views or perspectives on the quality of care in family planning services.

Recommendation based on the findings suggested that in order to improve quality of care delivered for women, empowering women's knowledge about various reproductive health issues, is essential. Women with less education and low social economic status should be a focus of serious concern for the family planning program. As membership in a community level organization is more the rule than the exception in Indonesia, therefore this forum can be an effective media to disseminate information about family planning and related reproductive health issues. Concerning family planning providers, more training on family planning and related reproductive health issues should be given intensively to them, in order to improve their capability to accomodate the demand services from family planning clients.