

ABSTRACT

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“EMPLOYEE SATISFACTION IN MIDWIFE MATERNITY SERVICES IN TRZ PRIMARY HEALTH CARE, PEKALONGAN, CENTRAL JAVA”

(vii + 101 pages, 3 figures, 1 table, 68 references less than ten years)

This research focuses on understanding the factors contributing to employee satisfaction among midwives in maternity services and how these factors influence their performance. By exploring this relationship, strategies can be identified to enhance employee satisfaction. The study investigates employee satisfaction among healthcare professionals in the TRZ Primary Health Care maternity services. The research approach employed is a case study method, with data gathered through detailed interviews and observations using convenience sampling in ten midwives in TRZ Primary Health care. The findings reveal that a sense of dedication is the primary factor contributing to employee satisfaction, while two factors contributing to dissatisfaction are flood-prone facilities and work-life imbalance. This research can serve as a guide for facilitating communication between healthcare workers, particularly midwives, and management, with the goal of enhancing infrastructure and creating a more conducive working environment in the maternity services at TRZ Primary Health Care, ultimately contributing to better service quality.

Keywords: Maternity services, midwives, employee satisfaction, case