

References

- Andaleeb, S. S. (2001). Service quality perceptions and patient satisfaction: A study of hospitals in a developing country. *Social Science & Medicine*, 52, 1359–1370.
- Agus, Y. & Horiuchi, S. (2012). Factors influencing the use of antenatal care in rural West Sumatra. *BMC Pregnancy and Childbirth*, 12(9). doi:10.1186/1471-2393-12-9
- Agus, Y., Horiuchi, S., & Porter S.E. (2012). Rural Indonesia women's traditional beliefs about antenatal care. *BMC Research Note*, 5(589). doi:10.1186/1756-0500-5-589
- Alexandre, K.P., Jean, S.G., & Crandall, L. (2005). Prenatal care utilization in rural areas and urban areas of Haiti. *Journal of Public Health*, 18(2), 84-92.
- Atinga, R. A., Abekah-Nkrumah, G. & Domfeh K. A. (2011). Managing healthcare quality in Ghana: A necessity of patient satisfaction. *International Journal of Health Care Quality Assurance*, 24(7), 548-63.
- Bautista, R. E., Glen, E. T. & Shetty, N. K. (2007). Factors associated with satisfaction with care among patients with epilepsy. *Epilepsy Behavior*, 11(4), 518-24.
- Behruzi, R., Hatem, M. & Fraser, W. (2010). Facilitators and barriers in the humanization of childbirth practice in Japan. *BMC Pregnancy and Childbirth*, 10, 25.
- Bheenaveni, R. (2010). Beliefs and practice in women health. Retrieved February 1, 2011 from <http://promote-healthy-life.info/beliefs-and-practiced-in-women-health.php>
- Bongiovanni, A. (1996). Health Project IV Workshop September 23-27, 1996: Jakarta, Indonesia. Retrieved January 11, 2010 from http://pdf.usaid.gov/pdf_docs/PNABZ677.pdf.
- Browser, D. & Hill, K. (2010). Exploring evidence for disrespect and abuse in facility-based childbirth: Report of a landscape analysis. USAID Traction Project, Harvard School of Public Health, University Research Co.
- Bruce, J. (1990). Fundamental elements of the quality of care: A simple framework.

- Studies Family Planning, 21(2) 61-91.
- Evaluation of care definition. ("Miller-Keane Encyclopedia and Dictionary of Medicine, Nursing, and Allied Health, Seventh Edition, 2003") Retrieved January 3, 2012 from <http://medical-dictionary.thefreedictionary.com/evaluation>
- Crow, R., Gage, H., Hampson, S., Hart, J., Kimber, A., Storey, L. & Thomas, H. (2002). The measurement of satisfaction with health care: Implications for practice from a systematic review of literature. *Health Technology Assessment, 6* (32), 1-244.
- Ciceklioglu, M., Soyer, T.M.&Ocek, A.Z.(2005). Factors associated with the utilization and content of prenatal care in a Western urban district of Turkey. *International Journal for Quality in Health Care, 17*(6), 533-539.
- DokuD., Neupane.s., Doku.N.P. (2012). Factors associated with reproductive health utilization among Ghanaian women. BMC.International Health and Human Rights.12(29). Doi:10.1186/1472-698X-12-29.
- Donabedian A. (1996). Evaluating the quality of medical care. *Milbank Memorial Fund Quarterly 44*, 106-203
- Dursin R. (2000). Traditional birthing costs mother's lives. Retrieved January, 2012 from <http://atimes.com/se-asia/BF14Ae02.html>
- Effendi, R., Isaranurug, S., &Chompikul.(2008).Factors related to regular utilization of antenatal care service among postpartum mothers in PasarRebo General Hospital, Jakarta, Indonesia. *Journal of Public Health and Development, 6* (1), 113-22.
- Erci, B. (2003). Barriers to utilization of prenatal care services in Turkey.*Journal of Nursing Scholarship, 35*(3), 269-273.
- Erlindawati,Chompikul, J.,&Isaranuruq, S. (2008). Factors related to the utilization of antenatal care services among pregnant women at health centers in Aceh Besar District, Nanggroe Aceh Darussalam Province, Indonesia.*Journal of Public Health and Development, 6*(2), 99-108.
- Feld, S. (2007).Repairing the health care system.RetrievedFebruary 3, 2012

from http://stanleyfeldmdmace.typepad.com/repairing_the_healthcare_/2007/03/what_is_the_def.html

- Fetohy, E.(2004).Impact of a health education program about antenatal care on knowledge, attitudes, subjective norms and intention of pregnant women. Abstract. PMID: 16918151b (PubMed-indexed for MEDLINE)
- Gage, J.A. (2007). Barriers to the utilization of maternal health care in rural Mali. *Social Science & Medicine*, 65,1666-1682.
- Gani, A. (1996). Improving quality in public sector hospitals inIndonesia. *International Journal of Health Planning and Management*11(3): 275–296.
- GOI- UNICEF. 2000. Challenges for a new generation: The situation of children and women in Indonesia, Jakarta. Retrieved November 2, 2010, from: http://www.unicef.org/sitan/files/Indonesia_SitAn_2010.pdf
- Harteloh, P. P.M.(2003). The meaning of quality in health care: A conceptual analysis. *Health Care Analysis*, 11(3), 259-67.
- Hicks, C., Spurgeon,P.&Barwell, F.(2003). Changing childbirth: A pilot project. *Journal of Advanced Nursing*. 42(6), 617-628.
- Hoesein, A. A. (2000). Empowering women in autonomy and decentralization processes: An Indonesian experience. Retrieved January 12, 2010 from <http://www.indonesiamission-ny.org/> issuebaru/Mission/empwr/paper_abdulazis
- Holzemer, W. (1994). The impact of nursing care in latin America and the Caribbean: A focus on outcomes, *Journal of Advanced Nursing*, 20,5-12.
- Horiuchi,S., Kataoka, Y., Eto, H., Oguro, M.& Mori, T. (2006). The applicability of women-centered care: Two case studies of capacity-building for maternal health through international collaboration. *Japan Journal of Nursing Science*, 3, 143-150.
- Hung, N. V. (2002). *Utilization of antenatal care service among pregnant women in rural areas, QuangNgai Province, Vietnam*. Unpublished master's thesis.MahidolUniversity, Bangkok, Thailand.

- Iida, M., Horiuchi, S. & Porter, S. E. (2011). The relationship between women centered care and women's birth experiences: A comparison between birth centres, clinics, and hospital in Japan. *Midwifery*. Doi: 10.1016/j.midw.2011.07.002
- International Confederation of Midwives.(2005)Definition of the midwives. Retrieved January 3, 2012from <http://www.internationalmidwives.org/Portals/5/Documentation/ICM%20Definition%20of%20the%20Midwife%202005.pdf>
- International Labour Organization (2006). Social security extension initiatives in South Asia: Indonesia: Providing health insurance for poor. Retrieved December 10, 2012. from <http://www.ilo.org/public/english/region/asro/bangkok/events/sis/download/paper25.pdf>
- Institute of Medicine. (1996). The IOM Health Care Quality Initiative. Retrieved January 5, 2012 from: <http://www.iom.edu/Global/News%20Announcements/Crossing-the-Quality-Chasm-The-IOM-Health-Care-Quality-Initiative.aspx>
- Jang Y., Kim, G.&Chiriboga, D.A. (2005). Health, health care utilization, and satisfaction with service: Barriers and facilitators for older Korean Americans. *Journal American Geriatric Society*, 53,1613-7.
- Jewell, D., Sharp, D., Sanders, J. & Peters, T. J. (2000). A randomized controlled trial of flexibility in routine antenatal care. *British Journal Obstetrics & Gynecology*, 107(10), 1241-7.
- Jha,A.K., Orav, E.J., Zheng, J, & Epstein, A. M. (2008). Patient's perceptions of hospital care in the United States. *New England Journal Medicine*, 359, 1921-31.
- Keane. M. (2003). Encyclopedia and Dictionary of Medicine, Nursing, and Allied Health, Seventh Edition Saunders, an imprint of Elsevier, Inc.
- Koblinsky, M.,Conroy, C., Kureshy, N., Stanton. E. L. & Jessop, S. (September, 2000) Issues in programming for safe motherhood.*MotherCare*Arlington, VA.: John

- Snow Inc. Retrieved February 1, 2011 from http://pdf.usaid.gov/pdf_docs/PNACK513.pdf
- Kosen, S., & Gunawan, S. (1996). Health services in Indonesia. *Medical Journal of Australia*, 165(11-12), 641-644.
- Liabsuetrakul, T., Petmanee, P., Sanguanchua, S., Oumudee, N. (2012). Health system responsiveness for delivery care in Southern Thailand. *International Journal for Quality in Health Care Advance Access*, 1-7.
- Matsumura, M. & Ghubaju, B. (2001). Woman's status, household structure and the utilization of maternal health services in Nepal. *Asia-Pacific Population Journal*, 16(1), 23-44.
- Mekonnen Y. (2003). Pattern of maternity care service utilization in Southern Ethiopia: Evidence from a community and family survey. *Ethiopia Journal Health Development*, 17(1):27-33.
- Mitchell, P.H. & Lang, N.M. (2004). Nurse staffing: A structural proxy for hospital quality? *Medical Care*, 42(1), 1-3.
Retrieved February 12, 2012 from <http://www.jstor.org/stable/4640684>
- Miles-Doan, R. & Brewster, K. L. (1998). The impact of type of employment on women's use of prenatal care services and family planning in urban Cebu, the Philippines. *Studies in Family Planning*, 29(1), 69-78.
- Ministry of Health. (2003). *Indonesia Reproductive Health Profile*. The World Health Organization, 2003. Retrieved February 2, 2010 from http://www.searo.who.int/LinkFiles/Reproductive_Health_Profile_RHP-Indonesia.pdf
- Ministry of Health. (2008). Maternal health .Persentase balita menurut penolong kelahiran terakhir dan provinsi. <http://www.depkes.go.id/>
- Mitchell, P. H., Lang, N. M. (2004). Framing the problem of measuring and improving healthcare quality: Has the quality health outcomes model been useful? *Medical Care*, 42(2 Supple), 114-111.
- Nielsen, B.B., & Liljestrand, J., Thilsted, S.H., Joseph, A. & Hedegaard, M. (2001).

- Characteristics of antenatal attenders in a rural population in Tamil Nadu, South India: A community-based cross sectional study. *Health & Social Care in the Community*, 9(6), 327-333.
- Onah, E.H., Ikeako, C.L. & Iloabachie, C.G. (2006). Factors associated with the use of maternity services in Enugu, Southeastern Nigeria. *Social Science & Medicine*, 63, 1870-1878.
- Pallikadavath, S., Foss, M. & Stones, R.W. (2004). Antenatal care: Provision and inequality in rural North India. *Social Science & Medicine*, 59(6), 1147-1158.
- Pettersson, K. O., Christensson, K., Gomes de Freitas, E. & Johansson, E. (2004). Adaptation of healthcare seeking behavior during childbirth. Focus group discussions with women living in the suburban areas of Luanda, Angola. *Health Care for Women International*, 25, 3.
- Polit, D.F. & Beck, T.C. (2008). *Nursing Research: Generating and Assessing Evidence for Nursing Practice* (8th ed.) Philadelphia: Lippincott.
- Pelletier, L. & Beaudin, C. (Eds.) (2008). Q Solutions: Essential Resources for the Healthcare Quality Professional (2nd ed.) Second Glenview, IL: *National Association for Healthcare Quality*. p.3.
- Reese, S. (2009). Patient experience correlates with clinical quality. *Manage Health care Executive*. Retrieved December 20, 2012 from <http://managedhealthcareexecutive.modernmedicine.com/mhe/article/articleDetail.jsp?id=595838>
- Rockers, C.P., Wilson, L.M., Mbaruku, G. & Kruk, E.M. (2009). Source of antenatal care influences facility delivery in rural Tanzania: A population-based study. *Maternal and Child Health*, 13, 879-885.
- Simkhada, B., Teijlingen, E., Porter, M. & Simkhada, P. (2007). Factors affecting the utilization of antenatal care in developing countries: Systematic review of the literature. *Journal of Advanced Nursing*, 61(3), 244-260.
- Sychareun, V., Hansana, V., Somphet, V., Xayavong, S., Phensavanh, A. & Popenoe, R. (2012). Reason rural Laotians choose home deliveries over delivery at health facilities: A qualitative study. *BMC Pregnancy and Childbirth*, 12(86).

- Titaley, R. C., Hunter, L. C., Dibley, J. M., Heywood, P. (2010). Why do some women prefer traditional birth attendants and home delivery?: A qualitative study on delivery care services in West Java Province, Indonesia. *BMC, Pregnancy and Childbirth*, 10(43).doi:10.1186/1471-2393-10-43
- Tinkler.A.&Quiiney. D. (1998). Team midwifery: The influence of the midwife-woman relationship on women's experiences and perceptions of maternity care. *Journal of Advanced Nursing*. 28(1), 30-35.
- Tuguminize, L (2005). The role of TBAs in midwifery care: The Ugandan experience. *British Journal of Midwifery*, 14(5), 276-278.
- Withers, M. (2007). Understanding the determinants of prenatal care in Bali, Indonesia. (Abstract). APHA Scientific Session and Event Listing. Retrieved February 24, 2010 from http://apha.confex.com/apha/135am/techprogram/paper_145416.htm
- Wong, E. L. Y., Leung, M. C. M., Cheung, A. W. L., Yam, C. H. K., Yeoh, E. K. & Griffiths, S. (2011). A population-based survey using PPE-15: Relationship of care aspects to patient satisfaction in Hong Kong. *International Journal for Quality of Care*, 23(4), 390-396.
- World Health Organization. (1992). *Traditional birth attendant: A joint WHO/UNFPA /UNICEF Statement*. Geneva, WHO 1992. Retrieved January 10, 2012 from: <http://whqlibdoc.who.int/publications/1992/9241561505.pdf>
- World Health Statistics. (2008). Retrieved August 10, 2009 from <http://www.who.int/whosis/whostat/2008/en/index.html>
- WHO, World Health Statistics (2012), Retrieved December 20, 2012 from: at: http://www.who.int/gho/publications/world_health_statistics/2012/en/index.html.
- World Bank. (2010). *Indonesia Health Sector Review: Accelerating Improvement in Maternal health: Why reform is needed*. Retrieved January 23, 2012 from; <http://siteresources.worldbank.org/HEALTHNUTRITIONANDPOPULATION/>

[Resources/281627-1292531888900/INSPolicyNoteMaternal.pdf](#)

- United Nations.(2011). *The State of the World's Midwifery*. Retrieved October 26, 2011 from http://www.who.int/pmnch/media/membernews/2011/2011_sowmr_en.pdf
- UNFPA Indonesia. (nd). Reproductive and maternal health, Retrieved January 27, 2011 from <http://indonesia.unfpa.org/mmr.htm>
- Urassa, E., Massawa.S., Lindmark, G.&Nyistrom, L. (1997). Operational factors affecting maternal mortality in Tanzania. *Health Policy and Planning*, 12, 50-57.
- Valentine, N. B., de Silva, A., Kawabata, K., Darby, C., Murray, C., & Evans, D. B.(2003). Health system responsiveness: Concepts domains and operationalization. In D. B. Evens & C. Murray, *Health systems performance assessment debates, methods and empiricism*(pp 573-596). Geneva: World Health Organization. Retrieved December 20, 2012 from [http://whqlibdoc.who.int/publications/2003/9241562455_\(part4\)_chp43-49\) pdf](http://whqlibdoc.who.int/publications/2003/9241562455_(part4)_chp43-49.pdf)
- Yanagisawa, S., Oum, S. &Wakai, S. (2006). Determinates of skilled births attendance in rural Cambodia. *Tropical Medicine and International Health*. 11, 238-251.
- Ye, Y., Yoshida, Y., Rashid, O.R., & Sakamoto, J. (2010). Factors affecting the utilization of antenatal care services among women in Kham District, XiengKhouang Province, Lao PDR. *NagoyaJournal of Medical Science*, 72, 23-33.
- Young, G.,Meterko,M., &Desai,K.R. (2000). Patient satisfaction with hospital care: Effect of demographic and institutional characteristics. *Medicine Care*, 38, 325-34.
- Zhao, Q., Kulane, A., Gao, Y.&Xu, B.(2009). Knowledge and attitude on maternal health care among rural-to-urban migrant women in Shanghai, China.*BMC Women's Health*, 9(5), 1-8.

