

## Abstract

**Background:** The Indonesian government had launched some programs and strategies addressing the reduction of MMR. One of the efforts were training for TBA and increasing the number of midwives especially in the rural area. However, there are no studies regarding how the women's perception toward quality of care between the midwife and the TBA.

**Objective:** The objective of this study was to identify the factors influence of the women's choice of maternal services compare to the midwife and the TBA

**Method:** This was a comparative descriptive cross section design for evaluating women's satisfaction of caregiver services. Questionnaires were distributed and collected from June to September 2012. We used *t* test to compare the differences between two groups midwife and TBA. Exploratory factor analysis technique with promax rotation and the structural equation modeling was performed to examine whether the delivery assistant and preference for caregivers affected women satisfaction

**Results:** This study was conducted in West Java and 371 of women participated, 55.8% women had a choice of the midwife and 44.2% women chose of the TBA for delivery. This study identified that women education, parity, usual care of payment, antenatal checkups, time to interaction, family encouragement (husband, mother-in-law and mothers) as determinant for choice of caregivers. Midwife group more interaction times and received more visit ANC ( $p=0.000$ ), then it lead to higher WCC and satisfaction score. The factor related for caregiver's preference were traditional beliefs ( $M= 28.99; M= 23.54$ , respectively,  $t = -9.57$ ,  $p = 0.000$ ), WCC ( $M= 87.76; M= 79.98$ , respectively,  $t = 7.544$ ,  $p < 0.000$ ), and satisfaction ( $M= 20.27; M=18.95$ ,  $t=3.316$ ,  $p = 0.001$ ).

**Conclusion :** Improving access to reproductive is essential; in supporting women to receive services from the health professional. Urgent effort is needed to ensure that women in have particular have access to ANC as well as supervised deliveries by health professional. Maintaining the services in order to improve the women received the WCC and feeling satisfy with maternal health service is crucially important.