## 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<u>http://promote-healthylife</u>.Info/beliefs-and-practiced-in-women-health.php
- Bongiovanni, A.(1996). Health Project IV Workshop September 23-27, 1996: Jakarta, Indonesia. Retrieved January 11,2010from <u>http://pdf.usaid.gov/pdf\_docs/PNABZ677.pdf.</u>
- Browser, D.&Hill,K. (2010).Exploring evidence for disrespect and abuse in facilitybased childbirth: Report of a landscape analysis.USAIDTraction 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<u>http://medical-</u> 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, 2012from <u>http://atimes.com/se-asia/BF14Ae02.html</u>
- 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<u>http://stanleyfeldmdmace.typepad.com/repairing the healthcare /2007/0</u> <u>3/what\_is\_the\_def.html</u>
- 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<u>http://www.internationalmidwives.org/Portals/5/</u>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/pape r25.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, 2011fromhttp://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 <u>http://www.searo.who.int/LinkFiles/Reporductive\_Health\_Profile\_R</u> <u>HP-Indonesia.pdf</u>

Ministry of Health.(2008).Maternal health .Persentasebalitamenurutpenolongkelahiranterakhirdanprovinsi.<u>http://</u> 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), 114-11.

- 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 womenliving 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 AssessingEvidence for Nursing Practice (8<sup>th</sup> ed.)Philadelphia: Lippincott.
- Pelletier, L.&Beaudin, C. (Eds.)(2008). Q Solutions: Essential Resources for the Healthcare Quality Professional (2<sup>nd</sup> 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 <u>http://managedhealthcareexecutive.modernmedicine.com/mhe/article/articleD</u> <u>etail.jsp?id=595838</u>
- 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 midwifewoman 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 fromhttp://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<u>http://www.who.int/whosis/whostat/2008/en/index.html</u>
- WHO, World Health Statistics (2012), Retrieved December 20, 2012 from: at: <u>http://www.who.int/gho/publications/world health statistics/2012/en/index</u>.<u>html</u>.
- 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, 2011from

http://www.who.int/pmnch/media/membernews/2011/2011\_sowmr\_en.pdf

- UNFPA Indonesia. (nd). Reproductive and maternal health, Retrieved January 27, 2011 from<u>http://indonesia.unfpa.org/mmr.htm</u>
- 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 2012 20,from 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.