



THE EFFECT OF MIDWIVES' COMMUNICATION ON PREGNANT WOMEN'S SATISFACTION WITH ANTENATAL CARE: A SYSTEMATIC LITERATURE REVIEW

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Abstract

Midwife communication is one of the key factors in antenatal care (ANC) because it can influence pregnant women's understanding, comfort, and satisfaction with the care they receive. Effective communication can foster a relationship of mutual trust between midwives and pregnant women, thereby improving the quality of midwifery care. Pregnant women's satisfaction with ANC services is a key indicator of the success of maternal health care. Objective: This study aims to analyze the impact of midwife communication on pregnant women's satisfaction with antenatal care based on published research findings. Method: This study employed a Systematic Literature Review (SLR) method. The literature search was conducted using the Google Scholar and PubMed databases with the keywords "midwife communication," "pregnant women's satisfaction," and "antenatal care." The included articles were national and international studies published between 2020 and 2025 that met the inclusion and exclusion criteria. Articles meeting the study criteria were analyzed. Results: The review findings indicate that midwife communication has a significant influence on pregnant women's satisfaction with antenatal care services. Good, empathetic, clear, and easy-to-understand communication can enhance pregnant women's comfort, trust, and adherence to ANC visits. Most studies showed a significant association with a p-value <0.05. Conclusion: Midwives' communication influences pregnant women's satisfaction with antenatal care services. The better the communication provided by midwives, the higher the level of satisfaction among pregnant women with the services they receive.

Keywords: Midwife communication, satisfaction of pregnant women, antenatal care, midwifery services

INTRODUCTION

Pregnancy is a critical period in a woman's life that requires optimal health care to safeguard the health of both the mother and the fetus. According to the Ministry of Health of the Republic of Indonesia (2024), antenatal care (ANC) is a key strategy for reducing maternal mortality and improving maternal health. ANC aims to detect pregnancy complications early, provide health education, and prepare mothers for childbirth. The success of ANC services is influenced not only by the clinical skills of healthcare providers but also by the quality of communication between midwives and pregnant women.

Communication in antenatal care is a vital component in creating a positive pregnancy experience for expectant mothers. Effective communication can be achieved through the clear provision of health information, emotional support, and care that respects the needs and circumstances of expectant mothers. The WHO also states that good communication between healthcare providers and patients can improve the quality of care, patient satisfaction, and expectant mothers' engagement in maintaining their pregnancy health (World Health Organization, 2022).

Pregnant women's satisfaction is a key indicator for assessing the quality of antenatal care. Pregnant women who are satisfied with the care they receive are more likely to adhere to routine prenatal checkups and follow healthcare providers' recommendations. A study conducted by (Mustafa & Purba, 2025) demonstrated a significant association between midwives' communication and pregnant women's satisfaction with ANC services, with a p-value of 0.000. The study noted that good, clear, and empathetic communication can increase pregnant women's satisfaction with the services provided. Another study by (Rahmadiana et al., 2025) also demonstrated a significant association between midwives' communication and pregnant women's satisfaction with ANC services at the Kobe Community Health Center.

Furthermore, a study by (Wahyuni et al., 2024) states that effective communication between midwives and pregnant women can foster a relationship of mutual trust, thereby increasing patient satisfaction with ANC services. A study by (Ariyanti et al., 2025) also found that midwife communication and the quality of ANC services are significantly associated with pregnant women's satisfaction.

Internationally, a study by Ayalew et al. (2021) in the *International Journal of Women's Health** notes that the quality of communication and respectful maternity care are key factors influencing pregnant women's satisfaction with antenatal care services. Effective communication in midwifery care can also increase pregnant women's involvement in decision-making processes regarding their pregnancy health.

Midwives who are able to provide clear information, use easy-to-understand language, and demonstrate empathy will help pregnant women feel more comfortable and secure during their prenatal checkups. These conditions can strengthen the therapeutic relationship between midwives and patients, thereby optimizing the quality of maternal health care.

A study by (Hasnia et al., 2026) states that midwifery communication has a significant relationship with the level of satisfaction among pregnant women regarding antenatal care services. Good, friendly, and empathetic communication can enhance pregnant women's comfort and trust in the healthcare services provided by midwives. Additionally, a study (Setianingsih & Sari, 2024) also found that midwives' therapeutic communication influences pregnant women's satisfaction with antenatal care, with a p-value of 0.002.

In maternal health care, patient satisfaction serves as a key indicator for evaluating the quality of health services. Pregnant women's satisfaction is influenced not only by health care facilities but also by the attitudes of health care providers during service delivery. Ineffective communication can lead pregnant women to feel neglected, fail to understand health information, and even reduce their willingness to attend routine ANC visits. Conversely, effective communication can increase pregnant women's motivation to maintain their pregnancy health and undergo checkups in accordance with recommended standards. (Ayalew et al., 2021)

Although several studies have shown a relationship between midwives' communication and pregnant women's satisfaction, the results of these studies remain scattered across various publications and have not yet been comprehensively synthesized. Therefore, a study using the Systematic Literature Review (SLR) method

is needed to analyze the impact of midwives' communication on pregnant women's satisfaction with antenatal care services.

This study is expected to provide insight into the importance of midwives' communication in enhancing pregnant women's satisfaction with antenatal care services and to serve as a basis for evaluating ways to improve the quality of midwifery services.

METHOD

This study used the Systematic Literature Review (SLR) method to analyze the effect of midwife communication on pregnant women's satisfaction with antenatal care (ANC) services. Articles were searched for in the Google Scholar and PubMed databases using the keywords "midwife communication," "pregnant women's satisfaction," "antenatal care," and "therapeutic communication."

The articles included in this study are national and international publications from 2020 to 2025. Inclusion criteria for this study include articles that discuss midwife communication and pregnant women's satisfaction with ANC services, are available in full text PDF format, and have an ISSN or DOI. Exclusion criteria include articles that do not align with the research topic, review articles, and articles that are not available in their entirety.

Article selection was conducted using the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) method. Articles that met the criteria were then extracted and analyzed descriptively based on the researcher's name, year of the study, research method, study sample, and research results.

Tabel 1. Hasil Ekstraksi Artikel Penelitian

No	Researcher's Name	Research Title	Research Method	Results
1	Ayu Resky Mustafa, Mutia Nazla Purba	The Relationship Between Midwives' Communication and Pregnant Women's Satisfaction Levels with ANC Services at Arsy Medica Clinic in 2025	This study employed a quantitative method with a <i>cross-sectional</i> design. The study sample consisted of 68 pregnant women receiving antenatal care (ANC) at the Arsy Medica Clinic. Data were collected using a questionnaire and analyzed using the <i>chi-square</i> test.	The results of the study show a significant association between midwives' communication and the level of satisfaction among pregnant women with ANC services, with a <i>p-value</i> of 0.000. Communication that is effective, clear, and easy to understand helps increase the satisfaction of pregnant

				women during prenatal checkups.
2	Anik Purwati, Rostina	The Relationship Between Midwives' Communication and Pregnant Women's Satisfaction Levels with ANC Services at Kobe Community Health Center	A quantitative study with an observational approach. The study sample consisted of 20 pregnant women selected using incidental sampling. Data were collected via a questionnaire and analyzed using the chi-square test through univariate and bivariate analyses to determine the relationship between midwives' communication during ANC services and the satisfaction of pregnant women.	There is a significant association between midwives' communication and the satisfaction of pregnant women, with a p-value of 0.000. This study indicates that midwives' communication is a key factor in enhancing pregnant women's satisfaction during prenatal checkups. Effective communication helps pregnant women better understand health information, feel cared for, experience a sense of comfort, and build trust in the services provided by healthcare workers. Midwives who are friendly, responsive, empathetic, and able to provide clear explanations make pregnant women feel more valued throughout their ANC care.
3	Hasnia, Y. R. Pratami, W. Vitania, & Nasrianti	Analysis of the Relationship Between Midwives' Communication and Pregnant Women's Satisfaction Levels	This study employed a quantitative method with a <i>cross-sectional</i> analytical approach. The study participants were pregnant women receiving antenatal	The majority of pregnant women rated midwives' communication as "good" (80%) and expressed satisfaction with ANC services (85%). Statistical test

		with Antenatal Care Services	care.	results indicate a significant association between midwives' communication and the level of satisfaction among pregnant women with ANC services, with a p-value of 0.000 (<0.05). Clear, empathetic, and effective midwife communication helps increase pregnant women's satisfaction with midwifery care.
4	Kiki Wahyuni dkk	The Relationship Between Midwives' Communication and the Satisfaction Levels of Pregnant Women in ANC Services at Gebang Community Health Center	This study employed a quantitative method with a <i>cross-sectional</i> design. Data were collected from pregnant women attending ANC visits at the Gebang Community Health Center and analyzed using bivariate analysis.	Statistical test results indicate a significant association between midwife communication and pregnant women's satisfaction with ANC services, with a p-value of 0.000 (<0.05). This study shows that clear, empathetic, responsive, and easy-to-understand communication by midwives can increase pregnant women's satisfaction with midwifery services.
5	Setianingsih & Sari	How Does the Therapeutic Communication of Midwives Affect the Satisfaction of Pregnant Women in Receiving ANC Services	This study employed a quantitative method with a <i>cross-sectional</i> approach among pregnant women receiving ANC services.	The study shows that therapeutic communication by midwives is significantly associated with pregnant women's satisfaction levels with ANC services, with a p-value of 0.002 (<0.05). Most pregnant women who received high-quality

				<p>therapeutic communication from midwives reported being satisfied with their ANC services. An OR of 14.667 indicates that pregnant women who receive good therapeutic communication are more likely to be satisfied with midwifery services. Therapeutic communication helps build a relationship of mutual trust between midwives and pregnant women, increases comfort during examinations, and helps women more easily understand the health information provided during ANC services.</p>
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RESULT AND DISCUSSION

The Effect of Midwives' Communication on Pregnant Women's Satisfaction

Based on the results of a Systematic Literature Review (SLR) that has been conducted, all articles indicate that midwives' communication has a significant relationship with pregnant women's satisfaction with antenatal care (ANC) services. Effective communication is a crucial component of midwifery care because it serves not only as a means of conveying health information but also as a form of emotional and psychological support for pregnant women throughout their pregnancy.

Research findings (Mustafa & Purba, 2025), (Prastyawati et al., 2024), (Hasnia et al., 2026), (Wahyuni et al., 2024), and (Wahyuni et al., 2024) indicate that midwives' communication is significantly associated with the level of satisfaction of pregnant women with ANC services. The p-values for all studies were <0.05 , indicating a statistically significant relationship between midwives' communication and patient satisfaction. This suggests that the interpersonal communication practiced by midwives is a key factor in determining the quality of midwifery care as perceived by pregnant women.

Similar results were also found in a study by (Purwati & Rostina, 2025), which stated that midwives' communication has a significant relationship with pregnant women's satisfaction with antenatal care services. Communication that is friendly, clear, and empathetic can increase pregnant women's trust in the health services provided by midwives. The consistency of results across these studies indicates that midwives' interpersonal communication plays a vital role in establishing a therapeutic relationship with patients.

In addition to interpersonal communication, therapeutic communication is also a key factor in enhancing patient satisfaction. A study (Setianingsih & Sari, 2024) showed that midwives' therapeutic communication significantly influences pregnant women's satisfaction with the ANC services they receive. Effective therapeutic communication can enhance patients' emotional comfort and help pregnant women feel safer during prenatal checkups.

In general, pregnant women who receive good communication from midwives tend to feel more comfortable, have greater trust in healthcare services, and are more satisfied with the ANC services they receive. Conversely, poor communication can cause women to feel neglected, fail to understand health information, and even feel anxious during prenatal checkups. These conditions demonstrate that the quality of healthcare providers' communication has a major impact on patients' experiences in receiving maternal healthcare services.

Effective communication by midwives is evident in their ability to provide clear information, use easy-to-understand language, demonstrate a friendly and empathetic attitude, and give expectant mothers the opportunity to voice their concerns and ask questions. These behaviors help foster positive interpersonal relationships between midwives and patients. When mothers feel valued and heard, their trust in healthcare providers increases, making them more comfortable undergoing ANC checkups.

The study's findings also indicate that therapeutic communication plays a crucial role in enhancing pregnant women's satisfaction. Therapeutic communication is a conscious and planned form of communication aimed at supporting the patient's healing process and improving their emotional well-being. In midwifery care, therapeutic communication helps pregnant women feel safer, calmer, and more confident throughout their pregnancy.

A study (Wahyuni et al., 2024) showed that therapeutic communication by midwives has a significant association with pregnant women's satisfaction, with an odds ratio (OR) of 14.667. This value indicates that pregnant women who receive good therapeutic communication are more likely to be satisfied with their ANC care compared to those who receive poorer communication. This indicates that therapeutic communication is not merely a routine interaction but plays a crucial role in improving the quality of maternal health care. These findings are supported by studies (Putri et al., 2025), (Vera et al., 2024), and (Septina et al., 2023), which demonstrate that therapeutic communication can help reduce anxiety in pregnant women during pregnancy. Pregnant women who receive empathetic and supportive communication tend to feel calmer when facing

prenatal checkups and preparing for childbirth. This indicates that the communication provided by healthcare workers not only impacts patient satisfaction but also influences the psychological well-being of pregnant women.

Furthermore, studies by (Mahmudah et al., 2022), (Panjarwanto et al., 2025), and (Pratiwi, 2021) also show that therapeutic communication can strengthen the relationship of mutual trust between midwives and patients. This relationship is crucial in ANC care because pregnant women require emotional support throughout their pregnancy. When the interpersonal relationship between midwives and patients is strong, pregnant women are more open about sharing their concerns, more proactive in seeking health information, and more likely to adhere to regular ANC visits.

The study results also indicate that pregnant women's satisfaction with ANC services is influenced by several other factors, such as the attitudes of healthcare providers, the speed of service, the midwife's attentiveness, the ability to provide health education, and comfort during examinations. However, communication remains the primary factor because all midwifery services fundamentally occur through the interaction between healthcare providers and patients. Therefore, communication serves as the foundation for building high-quality, patient-centered midwifery care.

The findings of this study align with the theory presented by the World Health Organization (WHO) in 2016, which states that effective communication is an essential component of high-quality maternal care. The WHO explains that maternal health care does not focus solely on medical interventions but also considers the patient's experience while receiving care. Communication that is clear, responsive, and respectful of the patient can enhance the positive experience of pregnant women throughout their pregnancy. (World Health Organization, 2016)

Furthermore, the International Confederation of Midwives (ICM) in 2024 also stated that midwives must possess strong interpersonal communication skills when providing midwifery care. Midwives are expected to be able to provide counseling, health education, and build therapeutic relationships with patients and their families. This demonstrates that communication is a critical competency that midwives must possess to provide high-quality ANC services. (Midwives, 2024) Research (Sab'ngatun et al., 2025) indicates that pregnant women's satisfaction with integrated antenatal care is influenced by the quality of care provided by healthcare workers, including communication, a friendly attitude, attentiveness, and the ability to convey health information to patients. Services delivered in a communicative and responsive manner can enhance pregnant women's sense of comfort, trust, and engagement in routine prenatal checkups. The study's findings indicate that high-quality antenatal care focuses not only on physical examinations but also on addressing the experiences and psychological needs of pregnant women while they receive healthcare services. Internationally, a study (Ayalew et al., 2021) published in the *International Journal of Women's Health* states that the quality of communication and respectful maternity care are key factors influencing pregnant women's

satisfaction with antenatal care. The study's findings indicate that healthcare services accompanied by effective communication can enhance patients' positive experiences during pregnancy.

Integrated antenatal care must be delivered in a communicative and educational manner, while addressing the physical and psychological needs of pregnant women to ensure high-quality midwifery care. In antenatal care, effective interpersonal communication between midwives and pregnant women is essential for building a sense of comfort, increasing patient trust, and helping pregnant women understand the health information provided. Effective communication can also create a more positive care experience, encouraging pregnant women to be more proactive in attending routine prenatal checkups. (Ministry of Health of the Republic of Indonesia, 2020)

Based on these various research findings, it can be concluded that midwives' communication has a significant impact on pregnant women's satisfaction with antenatal care services. Effective communication enhances patient comfort, reduces anxiety, builds trust in healthcare providers, and helps pregnant women better understand health information. Furthermore, good communication strengthens the relationship between midwives and patients, leading to more optimal and patient-centered midwifery care.

Therefore, healthcare providers—particularly midwives—need to improve their interpersonal and therapeutic communication skills in the delivery of ANC. These communication skills can be enhanced through training in effective communication, improved counseling abilities, and a stronger emphasis on a patient-centered care approach in midwifery services. These measures are essential for improving the quality of maternal healthcare and increasing pregnant women's satisfaction with antenatal care services.

CONCLUSION

Based on the results of the Systematic Literature Review that has been conducted, it can be concluded that midwives' communication has a significant impact on pregnant women's satisfaction with antenatal care (ANC). Effective, clear, empathetic, and communicative interactions can enhance pregnant women's sense of comfort, trust, and satisfaction with the health services provided.

The results of various studies indicate that midwives' interpersonal and therapeutic communication play a crucial role in helping pregnant women understand their health conditions, reduce anxiety, and increase their engagement in the healthcare process. Furthermore, effective communication can foster a relationship of mutual trust between midwives and patients, thereby optimizing the quality of antenatal care.

Therefore, midwives' communication skills need to be continuously improved so that midwifery care focuses not only on physical aspects but also addresses the psychological and emotional needs of pregnant women. Effective communication is expected to improve the quality of maternal health care and increase pregnant women's adherence to regular ANC visits.

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