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Relationship between Quality of Student Practice and Success of Community Midwifery Practice

ABSTRACT: Results of the study on community midwifery practice acquired several factors causing dissatisfaction. This dissatisfaction could be due to the poor quality of practice performed by students. This condition will affect the success of a community midwifery practices implemented. Thus, research needs to identify the dimensions of quality practices that may increase the success of midwifery practice community. This analytical research using cross sectional method by using stratified random sampling, conducted in April to May 2013 to 92 pregnant women and mothers of infant/toddlers who participated in the counseling and health screenings by students at community midwifery practice. Variable on the quality of student practice and benefits practices were measured using questionnaires. The statistical test used were the Pearson Test, the Multiple Linear Regression Test, and the most influential factor analyzed using path analysis. The results show that quality of student practice related to success of community midwifery practice ($r = 0.616$, $p < 0.001$). The most influential dimensions of quality that is empathy, assurance, and subject age as a confounding variable (p value < 0.001); and effect of combined was 33.7% ($p < 0.001$). Finally, the quality of student practices associated with successful community midwifery practice, the most influential dimensions are empathy and assurance.

KEY WORD: Quality, service, community, midwifery, practices, dissatisfaction, students, counseling and health screening, empathy, and assurance.

RESUME: "Hubungan antara Kualitas Praktek Mahasiswa dengan Keberhasilan Praktek Kebidanan Komunitas". Hasil penelitian pada praktek kebidanan komunitas mengakuisisi beberapa faktor penyebab ketidakpuasan. Ketidakpuasan ini bisa disebabkan oleh buruknya kualitas praktek yang dilakukan oleh mahasiswa. Kondisi ini akan mempengaruhi keberhasilan suatu praktek kebidanan komunitas ketika dilaksanakan. Dengan demikian, penelitian perlu mengidentifikasi dimensi praktek berkualitas yang dapat meningkatkan keberhasilan komunitas praktek kebidanan. Penelitian ini menggunakan metode analitik bagian silang dengan menggunakan sampel random bertingkat, dilakukan pada April-Mei 2013 terhadap 92 wanita hamil dan ibu bayi/balita (dibawah lima tahun) yang berpartisipasi dalam konseling dan pemeriksaan kesehatan oleh mahasiswa dalam praktik kebidanan komunitas. Variabel tentang kualitas praktek mahasiswa dan manfaat praktek diukur dengan menggunakan kuesioner. Uji statistik yang digunakan adalah uji Pearson, Tes Regresi Linier Pelbagai, dan faktor yang paling berpengaruh dianalisis dengan menggunakan analisis jalur. Hasil penelitian menunjukkan bahwa kualitas praktek mahasiswa berkaitan dengan keberhasilan mahasiswa dalam praktek kebidanan komunitas ($r = 0.616$, $p < 0.001$). Dimensi yang paling berpengaruh dari kualitas itu yakni empati, jaminan, dan usia subjek sebagai variabel penyela (p value < 0.001); dan efek gabungan semuanya adalah 33.7% ($p < 0.001$). Akhirnya, kualitas praktek mahasiswa terkait dengan sukses praktek kebidanan komunitas, dimensi yang paling berpengaruh adalah empati dan jaminan.

KATA KUNCI: Kualitas, pelayanan, masyarakat, bidan, praktek, ketidakpuasan, mahasiswa, konseling dan pemeriksaan kesehatan, empati, dan jaminan.

INTRODUCTION

Based on the study of Bloom's theory, allegedly poor health status of the community in West Java, Indonesia is influenced by genetic, environmental, behavioral, and health service (cited in

Wahyuningsih, Indriyani & Santi, 2009).

That inadequate is seen in the GAVI-HSS (Global Alliances for Vaccines and Immunization - Healths System Strengthening) data in 2011, which showed that 82.5% in the West Java village midwives

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already have a qualification at Diploma III (D-III), but not all of them capable of providing midwifery services in accordance with the policy of the Ministry of Health of the Republic of Indonesia (Kemkes RI, 2011).

Thus, efforts to improve the quality of community midwifery services need to be implemented in order to meet the needs and expectations of society. Public's expectations of midwifery services were conducted by midwives with courtesy, timely, responsive, and able to reduce the perceived grievances patients (Abasyiah, 2008).

Public's expectations of the quality of obstetric care expressed in the theory of Service Quality. According to the theory, communities can judge the quality aspects of midwifery services by tangible, responsiveness, empathy, reliability, and assurance (Tjiptono & Chandra, 2011). Principles of Service Quality should be used as guidelines in the community midwifery service to realize the public's expectations of midwifery services.

Communities can perceive quality midwifery services practices based on student services that community received in midwifery practice. This conditions will affect people's satisfaction and impact on the success of community midwifery practice.

Based on the results of preliminary studies in every practice of midwifery community, there are families who are not willing to accept obstetric services that organized by students. It also obtained the perception of public discontent towards the village midwifery services provided in the student community in the village midwifery practice in Sangkanhurip, Kuningan Regency, West Java Province, Indonesia, as a location of community midwifery practiced by the students of Diploma III in 2012. The dissatisfaction were the lack of responsiveness and less assured students at community implement midwifery care and counseling (Purnami, 2007).

Quality student practice in community midwifery practice are important, because it relates to the success of community midwifery practice and the quality of midwifery services performed after a

student became a midwife. This research can increase the success of community midwifery practices and can contribute as a material consideration in improving midwifery education curriculum in order to produce midwives, who have a good quality of service in accordance with the expectations of society.

LITERATURE REVIEW

Community practice opportunities were given to students at fourth semester as midwives being. Hopefully, with these activities, student can involved more senses in learning, so that the learning experience more concrete in accordance with the theory of Dale's cone of experience (cited in Suiraloka & Supariasa, 2012).

At this practice, students should attempt to assume the role as a midwife in the community, even if that role is carried out in groups. Student's understanding of the role, functions, and responsibilities of midwife is reflected in the quality service that student provided during the community midwifery practice.

To be able to develop curriculum, according to the needs of the user community of a midwife, it is important to know the public perceptions about the quality practice of student (Hamalik, 2009; and Kemkes RI, 2009). People can perceive the quality of student services in the community midwifery practice. So that the students know the suitability of the quality of service to community expectations about service quality student in the community midwives.

Public perception is also important to know because the perception of health workers will affect people's compliance advice given by health professionals (Purnami, 2007; Suza, 2007; and Melly, 2012). Positive perception will encourage positive changes in health behaviors, one of which is the good knowledge of health.

The success of community midwifery practice can be seen from the extent of benefits of the practices that the villagers receive. It can also be observed from the application of the recommended health

behaviors by the student (Hufron, 2008; and Wahyuningsih, Indriyani & Santi, 2009). Delivered in accordance with the identification of a problem that has been done by the students.

According S. Notoatmodjo (2007), health behaviors can be assessed from the three domains, that is knowledge, attitudes, and health practices. In addition, the successful practices can also benefit from the activities in terms of practices perceived by the public.

Based on these descriptions, the public's perception of service quality midwifery students consists of 5 quality dimensions, that is tangible, reliability, responsiveness, assurance, and empathy. While the success of community midwifery practice consists of public health knowledge and perceived benefits of the society to the implementation of community midwifery practice.

MATERIALS AND METHODS

On the Design, Location, and Research Sample. This study is a cross sectional analytic method with stratified random sampling technique. The study was conducted in April to May 2013, for 92 pregnant women and mothers of infant/toddlers that participated in the counseling and health screenings by students at the community midwifery practice, held in the villages of Cilimus and Caracas in Kuningan Regency, West Java Province, Indonesia.

On the Data Collected, Processing, and Analysis. The data collected is primary data, by using questionnaire. Variable quality of student services and benefits practices were measured using a questionnaire with Likert scale 1 - 4, while the variable knowledge using a questionnaire dichotomy completely wrong.

About the data processing, in the first time, research subjects were given a description of the research procedures and how to fill out the questionnaire, and informed consent. Then, the subjects fill out a questionnaire. After checking the completeness of filling out the questionnaire, the subjects were given counseling on maternal and child health to increase direct benefits from their participate in this study.

Then, the average score of respondents on each variable, based on the Guidelines for Curriculum Development Medicals, categorized into 5 categories: very good (average score of 79-100); good (68-78 average); enough (56-67); and less (< 55).

About the data analysis, the statistical test used were the Pearson Test, the Multiple Linear Regression Test, and the most influential factor analyzed using path analysis.

RESULTS

Based on table 1, it can be seen that most of the study subjects were aged 20-35 years. Most study subjects had high school (56 people) and housewives (82 people).

Based on table 2, overall, the quality of practice provided during the student community midwifery practice has considerable value. While the perception of the success of community midwifery practice, can be seen in table 3.

Based on the tables 4, 5, and 6, the correlation between quality practices with the success community midwifery practice is indicated by the value of r 0.616 ($p < 0.001$). According that, the quality of midwifery practice that consist of dimension empathy, reliability, responsiveness, and assurance, have a positif and strong relation and significant to the success of community midwifery practice.

Based on tables above, partial test results showed that there are two variables of quality practice of student that significantly affect, the dimensions of empathy and convincing ($p < 0.001$) with a score of direct and indirect effects, respectively 10.0% and 20.7%. The combined influence of R^2 is 33.7%.

On the Tangible. Overall tangible includes student performance cleanliness, hygiene equipment, fittings tools used, leaflets were given, and the comfort of the students have prepared 59.63 value, the average value is included in the category of enough. Among the dimensions of the quality of practice, dimensions of physical means to get the lowest value of the subject.

Meanwhile, based on that data, it can be

concluded that it is critical to improve the quality of student performance practice is hygiene, cleanliness and completeness of the tools used, the contents of the leaflet is given, and the comfort of examination prepared students. This dimensions tend to emphasize the aspect of appearance, cleanliness, and equipment that used (Hufron, 2008; and Santosa, 2010). At the time of pregnancy examination, students are dependent on the equipment in a village health post. At the time of counseling, not all mothers get leaflets. This actually means the physical dimensions can be prepared by the student before the last practice, the required equipment should be facilitated by the laboratories of educational institutions.

On the Empathy. Empathy variables consisting of attention, friendliness, courtesy, patience, care, and willingness student to help the subjects at the time of service, has a value that goes into enough categories. Assessment of the dimensions of research subjects empathy highest student during practice, so that students' attitude can be summed good in practice, but still at the lower limit either category. These data are consistent with the research of S.K. Rahayu *et al.* stating that the source of community dissatisfaction with village midwives (midwives community) is the character of midwives who can not wait and friendliness (Rahayu *et al.*, 2008).

Based on the above, the empathy aspect of student of Midwifery Bogor Prodi (*Program Studi* or Study Program) D (Diploma)-III rated most highly by the community as compared to other dimensions. However, based on additional information from the subject, there are some students who tend to be quiet and shy, so are less able to communicate actively with the community. So that aspect of student empathy toward the patient still needs to be improved further, especially in this research, empathy is one of the dimensions of quality that most affect the success of community midwifery practice.

On the Reliability. Variable reliability consists of timeliness, suitability between schedule activities with the implementation,

accuracy of student attendance at midwifery services, the fit between an explanation and examination procedures are performed by students have an average value of 61.52. This value is included in the category of enough.

According to the research subjects, there are times when the activities planned by the student is not done on time. That there are delays caused by funding students, there are also caused by people who come late to the location of activities. Students also sometimes forget to explain what the procedure would be done to the subject at the time of examination. Though the explanation before the examination is very important.

On the Responsiveness. While variable responsiveness which is the responsiveness of students during the practice, responding to student complaints include speed of the subject, the student response to the traditional village culture, student information submitted clarity, and appropriateness of services provided students with the needs of the subject. This dimension has categorized enough value.

Whereas in the curriculum guide health workers argued that students should be able to analyze the needs of the community. This is consistent with research that states one of D. Hennessy, C. Hicks & H. Koesno (2006) that training required by Diploma graduates obstetric patient is analyzing the data, interpreting the data own patient, and assessing patient's physical needs with $p < 0.001$.

About the Assurance. Variable assurance that is therein consists of indicators raises confidence in the ability of students to study subjects services, such as behavioral and skills of students, student capability to maintain privacy, and attention to safety aspects of the subject at the time of midwifery services. This dimension has a value that goes into enough categories. Students can appear assurance when they have a good communication and skills.

The results showed a correlation between the variables of quality practices with the success of community midwifery practice with $r = 0.616$ and $p < 0.001$. According to

Table 1 :
Characteristics of Pregnant Women and Mothers of Infant/Toddler
in the Cilimus and Caracas Village, Kuningan Regency, West Java Province, Indonesia

Variable	n (92)	%
Education:		
Primary School	6	6.5
Junior High School	24	26.1
Senior High School	56	60.9
College	6	6.5
Job:		
Housewife	82	89.1
Work	10	10.9
Age:		
< 20 years	11	12.0
19-35 years	58	63.0
> 36 years	23	25.0

Table 2:
Student Practice Quality Based on Pregnant Women and Mothers of Infant/Toddlers Perception's in Caracas and Cilimus Village, Kuningan Regency, West Java Province, Indonesia

Variable	Size Statistics (Scale of 100)			
	-X *	SD	Median	Range
Tangible	59.63	16.46	60.00	20.00 - 100.00
Empathy	68.84	14.24	66.67	38.89 - 94.44
Reliability	61.52	15.97	66.67	13.33 - 93.33
Responsiveness	60.22	16.34	60.00	13.33 - 100.00
Assurance	63.04	12.93	66.67	40.00 - 100.00
Practice Quality	62.89	12.62	62.82	29.49 - 88.46

*very good (79-100); good (68-78); enough (56-67); and less (<55).

Table 3:
Success of Community Midwifery Practice Based on Maternal and Mother of Infant/Toddler Perceptions
in Cilimus and Caracas Village, Kuningan Regency, West Java Province, Indonesia

Variable	Size Statistics (Scale of 100)			
	-X *	SD	Median	Range
The success of community midwifery practice	77.07	11.88	75.83	33.33 - 100.00
Knowledge	89.83	10.18	90.00	60,00 - 100,00
Benefits	64.31	19.38	66.67	33,33 - 100,00

*very good (79-100); good (68-78); enough (56-67); and less (<55).

Table 4:
Correlation between Student Practices Quality
with the Success of Community Midwifery Practice

Variable	The Success of Community Midwifery Practice	
	Coefficient Correlation (r)	P value*
Quality of Student Practice	0.616	< 0.001
Tangible	0.773	< 0.001
Empathy	0.466	< 0.001
Reliability	0.493	< 0.001
Responsiveness	0.508	< 0.001
Assurance	0.538	< 0.001

*were tested by Pearson.

Tabel 5:
Multivariable Analysis Quality Practice of Student
with the Success of Community Midwifery Practice (Early Model)

Variable	B Coeff	Line Coeff (Coeff β)	t	P value
Tangible	0.043	0.060	0.518	0.606
Empathy	0.150	0.180	1.326	0.188
Reliability	0.018	0.024	0.518	0.868
Responsiveness	0.051	0.071	0.456	0.650
Assurance	0.293	0.319	2.279	0.025
Age	0.305	0.181	1.995	0.049
Constant	32.229	-	-	-

Description: $R^2 = 0.343$; $F = 7.389$; and $p < 0.001$

Tabel 6:
Multivariable Analysis Quality Practice of Student
with the Success of Community Midwifery Practice (Final Model)

Variable	B Coeff	Line Coeff (Coeff β)	t	P value
Empathy	0.191	0.229	2.006	0.048
Assurance	0.357	0.398	3.443	0.001
Age	0.326	0.193	2.198	0.031
Constant	31.521	-	-	-

Description: $R^2 = 0.337$; $F = 14.904$; and $p < 0.001$

M.S. Dahlan, value of $r = 0.600$ to 0.799 can be interpreted as strong correlation (Dahlan, 2011). Thus, the value of the correlation coefficient indicates a strong and positive relationship between quality practices with the success of community midwifery practice. It can be concluded, the better the quality of student practice will relate to the success of community midwifery practice undertaken.

This is also consistent with research of A. Supratman Hufron that states there is a positive and significant relationship ($X^2 = 7.076$, $p = 0.008$) between the level of health care with quality satisfaction patients (Hufron, 2008). But, in this study, satisfaction in terms of the success of the practice is the knowledge and benefits that perceived by research subjects. This is in line with the opinion of H. Qing & V.R. Prybutok, which suggests that satisfaction can be expressed in consumers' assessment of the benefits of services related to its ability to meet the customer needs (Qing & Prybutok, 2008).

The purpose of the community is the practice of midwifery students to do prevention and health promotion. In the context of health promotion, the midwife's role is as an educator. The activities can

be done through counseling and health education (Pudjiastuti, 2011). The success of community midwifery practice, which can be reflected in student success in transferring health knowledge to pregnant women or mothers of infant/toddlers. So, they have a good knowledge and feel the benefits of the implemented practices by the student.

Kotamogabu research in Manado, North Sulawesi, Indonesia, cited by Yakobus (2010), showed that factors associated with learning outcomes are student perceptions of teacher performance ($p = 0.005$). Similarly to this study, the perception of the quality of the study subjects were assessed student practices based on student performance, while providing midwifery services related to the success of community midwifery practice that one indicator is the knowledge of the research subject.

Based on the research of S. Sungkar, R. Winita & A. Kurniawan (2010), there is a significant effect ($p = 0.001$) between the counselling to the level of public knowledge about *Aedes aegypti*. Thus, extension is one of the midwifery services are implemented in practice midwifery student community was significantly associated with the success of the practice.

According to R. Damayanti (2010), the concept of perception is important as one of the internal factors that influence behavior. Held perceptions will influence the someone actions. People who have a good perception of something tends to be more attention again. Thus, in this study both knowledge and benefit of the practices that perceived also influenced by the subjective perception of the service received.

Each research subject can automatically perceive a stimulus that given by the student. Then, the stimulus is interpreted and affect the actions that will be taken by the individual. This is in line with S. Notoatmodjo opinion, stating that the perception is that the resulting experience through the five senses in recognizing various objects associated with actions to be taken. Perception is the first level of practice that influence to the individual behavior change (Notoatmodjo, 2007).

Based on the above it can be assumed that knowledge and benefits that perceived by subjects can be known through perception of perceived service quality. If the subjects were satisfied with the services provided, then, they will be more focused to the service, so the service provides certainly have many benefits for them.

This is due the quality of midwifery care, that was given at the community midwifery practice, has a good perceived from the public, so that people enthusiastically following every practice activities undertaken. This condition is consistent with the results of research in Manado, North Sulawesi, Indonesia which suggested a positive and significant relationship between student perceptions to the teacher with the learning outcomes (Yakobus, 2010).

Community midwifery practice provides an opportunity for students to provide midwifery services, including health education through counseling. In this condition, the students give a role midwife duties as educator (Pudjiastuti, 2011). According to O. Hamalik (2009), one educational success can be evaluated from the results of learners.

Quality performance of a good teacher can be reflected in the good learning outcomes of students. One indicator is the level of knowledge of students. So, in this study, the quality of student practice in delivering health education can be reflected from the subject knowledge about maternal and child health.

CONCLUSION ¹

Based on the above results, it can be put forward some conclusions that the quality of student practice that includes dimensions of tangible, empathy, reliability, responsiveness, and assurance, related positively and significantly to the success of community midwifery practice. Dimensions of empathy and assurance have the most influence on the success of community midwifery practice.

Some advices can be regarded that it should be designed course learning ethics, interpersonal communication/counseling as well as health promotion practices that can improve the quality of students in particular dimensions of empathy and assurance. There needs also to be more research related to quality of student practice from other stakeholder perceptions, peer colleagues, and student themselves in order to know the results more objective.

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