

Evaluation Of Midwives' Compliance In Implementing The Principles Of Respectful Maternity Care In Antenatal Care Services At Community Health Centers

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ABSTRACT

This study aims to comprehensively evaluate the level of midwives' compliance in implementing Respectful Maternity Care (RMC) principles in antenatal care (ANC) services at community health centers (Puskesmas), through a systematic and structured literature review approach. The literature search was conducted methodologically by utilizing three main, credible and broad-based scientific databases: Google Scholar, PubMed, and Publish or Perish. The search strategy was formulated using a combination of keywords in Indonesian and English, such as: "Respectful Maternity Care," "Midwives Compliance," "Antenatal Care," "Midwives Compliance," and "Respective Maternity Care," with publication restrictions for the period 2021 to 2025 to ensure data up-to-dateness. Of the 99 articles identified in the initial process, a strict selection stage was carried out based on inclusion criteria, namely articles with full-text access that specifically discussed midwives' compliance in implementing RMC principles in ANC services at the primary care level such as community health centers. This selection yielded five eligible and relevant articles for in-depth analysis. The analysis showed that the implementation of RMC principles, including empathetic and effective communication, protection of patient privacy and dignity, and transparent and understandable information delivery, significantly contributed to increased maternal satisfaction and encouraged their adherence to ANC procedures. Furthermore, structured training for health workers, particularly midwives, significantly improved the quality of RMC principles in the field. Therefore, it is recommended that regular evaluations of ANC service practices and the development of standardized, ongoing training programs be implemented. These efforts are crucial to ensure the delivery of antenatal care services based on professional ethics, upholding humanitarian values, and placing women at the center of attention in the maternal health care system.

Keywords: Respectful Maternity Care, Midwife Compliance, Antenatal Care.

INTRODUCTION

Respectful Maternity Care (RMC) is an approach to maternal health care that emphasizes respect for women's rights, dignity, and autonomy during pregnancy and childbirth. This

approach aims to reduce discriminatory practices and the mistreatment often experienced by pregnant women in health facilities. According to research by Afulani et al (2021), many healthcare workers still face challenges in consistently implementing RMC principles across healthcare facilities. According to the study, improving training and awareness of healthcare workers is a critical factor in the successful implementation of RMC. Furthermore, the World Health Organization (WHO) WHO (2018) emphasized that RMC is a key component in quality maternal health services.

Midwives play a central role in providing quality antenatal care (ANC) services that adhere to RMC principles. Midwives' adherence to RMC principles can influence pregnant women's experience and satisfaction with the care they receive. A study by Rachim et al (2023) Studies have shown that implementing RMC in partnership-based antenatal care can increase the trust and comfort of pregnant women during ANC. Furthermore, midwives who implement RMC tend to create a safer and more supportive environment for pregnant women. This can reduce the risk of complications and improve maternal health outcomes. Therefore, evaluating midwives' compliance with RMC is an important aspect in efforts to improve the quality of ANC services in community health centers. Midwives also play a role in providing comprehensive education to pregnant women regarding pregnancy health, childbirth, and postpartum care. Through effective communication and an empathetic approach, midwives can build a stronger relationship of trust with pregnant women, thereby increasing their adherence to medical recommendations. Furthermore, midwives' support in implementing RMC can contribute to improving the psychological well-being of pregnant women, which positively impacts the condition of the fetus and the overall pregnancy process.

Antenatal care services at community health centers (Puskesmas) are at the forefront of maternal and child health care systems, particularly in developing countries. As primary healthcare facilities, Puskesmas have a significant responsibility to ensure that RMC principles are consistently implemented. According to Mita Meilani et al (2023) states that the application of RMC in midwifery focuses not only on technical aspects but also includes a more empathetic and patient-centered approach. Furthermore, according to the book, implementing RMC in community health centers can increase public trust in healthcare services.

Evaluation of midwives' compliance with RMC principles can be conducted through various methods, including direct observation, questionnaires, and in-depth interviews.

According to research by WHO (2018), a comprehensive evaluation approach can provide a more accurate picture of RMC practices in the field. In addition, Rachim et al (2023) added that feedback from pregnant women as service recipients is also important for assessing the quality of RMC implementation. Data obtained from this evaluation can be used to design appropriate training and intervention programs for midwives. Evaluation results can also serve as a basis for policymakers in formulating better service standards that are more tailored to the needs of pregnant women. Furthermore, regular evaluations can help identify challenges or barriers faced by midwives in implementing RMC, allowing appropriate solutions to be found. With continuous improvement based on evaluation results, it is hoped that the quality of antenatal care will continue to improve and have a positive impact on maternal and infant health.

METHOD

This study used a Literature Review method with the aim of analyzing midwives' compliance in implementing RMC principles in antenatal care (ANC) services at community health centers. Data sources were obtained from three main databases, namely Google Scholar, PubMed, and Publish or Perish. The literature search was conducted using a combination of English keywords, namely: "Respectful Maternity Care", "Midwives Compliance", and "Antenatal Care", as well as Indonesian keywords: "Midwife Compliance", "Antenatal Services", and "Respective Maternity Care". The publication year range used was 2021 to 2025.

The initial search identified 99 articles. A screening process was then conducted based on inclusion and exclusion criteria. Inclusion criteria included publications published between 2021 and 2025, available in full-text format, and specifically addressing midwives' compliance with the principles of Respectful Maternity Care (RMC) during antenatal care at community health centers.

Articles that did not meet these criteria were excluded from the selection process. After going through the selection and screening stages, five relevant articles were identified, consisting of three in English and two in Indonesian. All selected articles were then systematically analyzed through data extraction and thematic synthesis to obtain evidence relevant to the research focus. The article selection process is visually displayed in the form of a flowchart, which can be found in the Appendix.

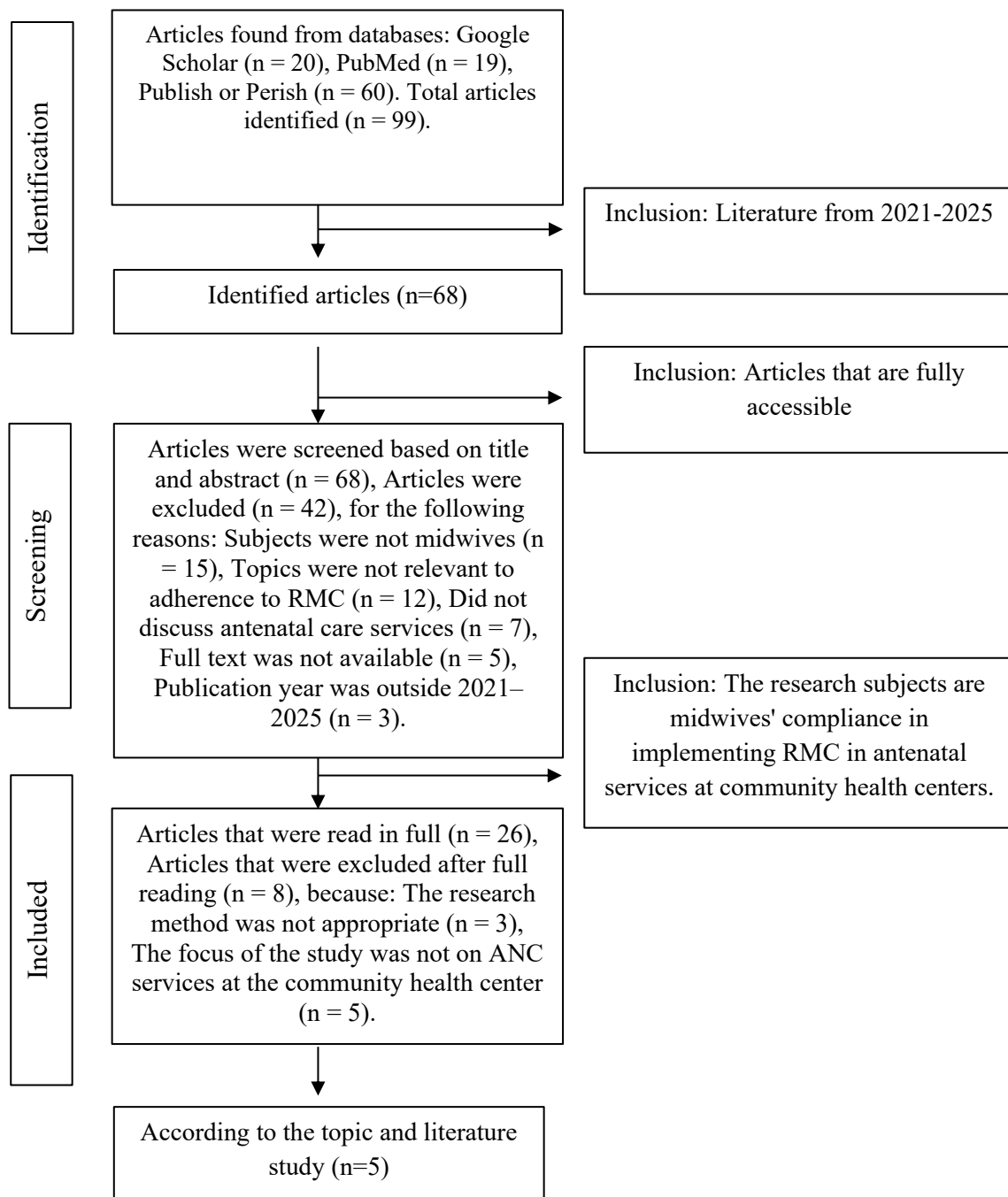


Figure 1.PRISMA flowchart diagram of literature search

RESULTS

Five articles were selected based on inclusion and exclusion criteria. All articles discussed midwives' compliance with the principles of Respectful Maternity Care (RMC) in antenatal care (ANC) services at community health centers (Puskesmas). The selected articles

included studies examining factors influencing midwives' compliance, challenges in implementing RMC, and the impact of RMC implementation on pregnant women's experiences in receiving antenatal care services. The following is the article search process used in the literature review, which can be seen in the flowchart.

DISCUSSION

Based on the results of the journal review table above, this discussion will outline various aspects related to midwives' compliance in implementing the principles of Respectful Maternity Care (RMC) in antenatal care services at community health centers. The implementation of the principles of Respectful Maternity Care (RMC) in antenatal care services is highly dependent on the level of compliance of health workers, particularly midwives. A study by Tajvar et al. (2025) The results showed that educational interventions significantly improved RMC behavior scores among healthcare workers in hospitals. The average score in the intervention group increased from 66.29 to 87.37, while the control group only slightly increased from 65.28 to 66.60 ($p < 0.001$). This suggests that systematic education can strengthen healthcare workers' adherence to respectful service standards. The context of community health centers (Puskesmas) as the first line of care makes ongoing training and education key to maintaining the quality of RMC. Midwives' compliance in serving pregnant women must reflect competence, empathy, and the fulfillment of patient rights. Increased knowledge through training can change midwives' professional behavior in providing more humane antenatal care. These findings are relevant for evaluating the extent to which midwives in community health centers adhere to RMC principles in their daily practice. (Tajvar et al., 2025).

In addition to examining the various factors influencing midwives' compliance with Respectful Maternity Care (RMC), several articles analyzed also explicitly evaluated the outcomes of this compliance, both from the perspective of pregnant women and from a clinical perspective. One of the most consistent findings across these studies is increased patient satisfaction, a key indicator of successful RMC implementation. For example, research by Syam (2024) reported that 88.2% of respondents expressed satisfaction with neonatal care after receiving RMC treatment during pregnancy, reinforcing the understanding that a respectful approach can shape positive patient perceptions of the health services provided.

Furthermore, significant improvements in pregnant women's adherence to antenatal care schedules and procedures were noted when midwives conveyed information through empathetic and effective communication. This aligns with the findings of Ardhiangtyas et al.(2024), which shows a significance result of $p = 0.000$, indicating a strong influence between the midwife's professional communication and the patient's active participation in ANC visits.

From a clinical outcome perspective, the study conducted by K. et al.(2023)revealed that the group of pregnant women who received RMC-based services experienced a significant reduction in obstetric complications ($p < 0.05$), and 95% of them felt treated with respect during labor. These findings indicate that RMC implementation not only impacts patients' psychosocial experiences but also significantly contributes to maternal and neonatal safety. The effectiveness of educational interventions was also demonstrated in the study of Tajvar et al.(2025), where training provided to healthcare workers significantly increased adherence scores to RMC principles, from an average of 66.29 to 87.37 in the intervention group. This confirms that a structured and ongoing educational approach can shape professional attitudes that are more responsive to RMC values.

Overall, the outcomes identified in this study included increased maternal satisfaction, increased adherence to antenatal care visits, reduced violence or unethical behavior, improved midwife-patient relationships, and improvements in clinical outcome indicators for childbirth. These findings emphasize that adherence to RMC principles has a dual impact, both improving the quality of the patient experience and strengthening the healthcare system holistically.

On the other hand, an evaluation of mothers' experiences while receiving services shows that violations of the RMC principles still frequently occur. Research byDolatabadi et al. (2025)revealed that 68.3% of women experienced at least one form of disrespect or violence during childbirth. Factors such as ethnicity, unwanted pregnancy, and the presence of a companion significantly influenced these incidents. Although this study focused on the birthing process, violations of the RMC principles are also likely to occur during the antenatal care phase. This serves as a reminder that midwives' compliance is not only important in the delivery room, but also throughout pregnancy. Midwives, as primary care providers in community health centers, must be aware of the potential for bias and discriminatory practices that may occur unconsciously. Without structured supervision and evaluation, compliance with the RMC principles can be neglected even when clinical

procedures are being implemented. Therefore, regular assessment of midwives' professional behavior in ANC services is crucial.(Dolatabadi et al., 2025).

The aspect of effective communication has also been shown to be strongly correlated with the implementation of RMC principles. In research byArdhiantyas et al. (2024)Good communication between midwives and pregnant women is significantly associated with maternal compliance with antenatal care ($p = 0.000$). Respectful, clear, and open communication is a crucial component in creating a humane and ethical care environment. In the context of community health centers, where midwives interact directly with pregnant women from various backgrounds, communication skills are a crucial non-clinical measure of compliance. Effective communication is not only about conveying information, but also involves empathy and respect for the mother's reproductive rights. Midwives who adhere to the principles of RMC will ensure that all medical decisions are informed and mutually agreed upon. Evaluation of midwives' communication behavior in community health centers can be an early indicator in assessing the implementation of RMC principles. Thus, communication is a key dimension of midwives' compliance in antenatal care practices.(Ardhiantyas et al., 2024).

The relationship between RMC practices and patient satisfaction also reinforces the importance of evaluating midwife compliance. A study bySyam (2024)showed that 88.2% of mothers were satisfied with their newborn care after receiving RMC. This finding suggests that when RMC principles are implemented effectively, the impact is felt not only during delivery but also in subsequent phases of maternal and infant care. Midwives' adherence to RMC principles during ANC will positively impact the long-term relationship between mothers and healthcare providers. This satisfaction also reflects the implementation of principles such as respectful treatment, transparency of information, and respect for patient preferences. In the context of community health centers, midwives' adherence to these values can increase public trust in primary healthcare services. Therefore, surveys of patient experiences during ANC at community health centers can be an evaluative tool for midwives' adherence. Consistent implementation of RMC principles creates safer and more dignified care.(Syam, 2024).

Finally, the impact of implementing the RMC principles is also seen in the clinical and psychological outcomes of pregnant and postpartum women. Research byK. et al. (2023)reported that 95% of mothers felt treated with respect and 92% were overall satisfied with the delivery care. Furthermore, the application of RMC principles was shown to

significantly reduce obstetric complications ($p < 0.05$). Although this study focused on the labor phase, RMC values are ongoing throughout pregnancy. This demonstrates that services that respect maternal dignity can directly improve the quality of life of both mothers and babies. Evaluating midwives' compliance during antenatal care is a crucial step in preventing greater problems during labor. Community health centers, as the spearhead of maternal health services, must ensure that these principles are internalized in midwives' daily behavior. Therefore, it is important to develop relevant and applicable RMC compliance indicators in ANC services.(K. et al., 2023).

CONCLUSION

Based on a review of the five articles reviewed, it can be concluded that Respectful Maternity Care (RMC) has a significant contribution to improving the quality of antenatal care (ANC) services in community health centers. Midwives' adherence to RMC principles, such as establishing empathetic and effective communication, maintaining patient privacy and dignity, and providing accurate and understandable information, has been shown to have a positive impact on various aspects of maternal health services. Some key outcomes of RMC implementation identified in this study include:

1. Increasing the satisfaction of pregnant women with antenatal services, both emotionally and psychologically.
2. Increased level of compliance of pregnant women in attending ANC visits and following medical advice.
3. The development of a more positive relationship between midwife and patient is reflected in the increased sense of trust and security during the examination process.
4. Decreasing incidents of violence, whether verbal, physical, or in the form of discrimination in services.
5. Reduced obstetric complications, thanks to a more humanistic service approach and one that is tailored to patient preferences.
6. Increased communication effectiveness and active patient participation in the medical decision-making process.

According to the findings (Tajvar et al., 2025), training healthcare workers has a significant impact on improving the implementation of RMC. Furthermore, other studies have shown that implementing this principle not only has a short-term impact on patient satisfaction but also provides long-term benefits in labor outcomes and postpartum care.

Thus, strategic steps are needed, such as routine evaluation of ANC implementation, capacity building through ongoing training for midwives, and the development of service policies oriented toward women's needs and rights. Consistent implementation of RMC will promote high-quality, ethical, and patient-centered midwifery services at the primary care level.

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