

Factors Influencing Mothers' Behavior In Accessing Home Care Services For Mothers And Children At The Moms And Akachan Clinic In 2025

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ABSTRACT

Home care is a healthcare service provided by professionals at the patient's residence, aimed at assisting in meeting the patient's health needs and addressing health problems. This service is carried out by a professional health team involving family members as supporters in the care and recovery process so that families can become independent in managing health issues.

The factors influencing mothers' behavior in accessing home care services refer to actions or responses individuals make toward a stimulus, which eventually become habitual due to internalized values. Human behavior, in essence, consists of observable and unobservable activities shaped by interaction with the environment and manifested in knowledge, attitudes, and actions. Behavior can be seen as a response to external stimuli—either passive (internal and unobservable) or active (observable).

The sample in this study was obtained using the Chi-square test, involving 30 respondents selected from the Moms And Akachan Clinic who met the inclusion criteria.

The results of the study showed a significant relationship between mothers' knowledge and their use of home care services at the Moms And Akachan Clinic in 2025, with a significance value of $p = 0.000 < 0.05$. It is expected that mothers utilizing home care services can better understand its benefits and be more informed about the different types of accurate home care services available.

Keywords: Knowledge, Behavior, Socioeconomic Status, Home Care Services

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INTRODUCTION

Background

Home care is a healthcare service provided by professionals at the patient's residence, with the goal of helping to meet the patient's health needs. It is carried out by a team of health professionals and involves family members as supporters in the care and recovery process, so that families can become independent in managing health issues (Parellangi, 2018). According to the World Health Organization (WHO), home care is a health service carried out individually at the client's location to recommend care methods for mothers and children during the postpartum period.

The Indonesian Ministry of Health (2020) states that home care is a continuous and comprehensive healthcare service provided to individuals and families in their homes, aiming to improve, maintain, or maximize their level of independence and minimize the impact of illness.

In Indonesia, around 60% of maternal deaths occur after childbirth, and nearly 50% of those deaths happen within the first 24 hours postpartum. Based on Riskesdas data, there were 52 postpartum maternal deaths, caused by complications such as infection with accompanying fever, excessive bleeding (more than 500 ml), and urinary issues. Monitoring is therefore essential to ensure the safety of both mother and baby (Riskesdas, 2018).

Affordable and convenient healthcare services are becoming the preferred choice. Home nursing care for mothers and children is adjusted based on the client's condition and need for at-home care — primarily to improve their health and prevent worsening conditions that might otherwise require longer hospitalization. Therefore, home care services are essential (Viki, 2021).

During the pandemic, the demand for postpartum home care services increased significantly. Home care needs for postpartum mothers reached 73.8%, for newborns 66.7%, and for post-cesarean wound care 43.3% (Viki Yusri, 2021).

Behavior is an act or action performed by an individual in response to something, which becomes a habit based on internalized values. In essence, human behavior includes both observable and unobservable actions resulting from interactions with the environment and manifests as knowledge, attitude, and action. Behavior can be seen as a response to external stimuli. There are passive forms of behavior (internal and unobservable) and active forms (externally observable) (Adventus et al., 2019).

Many factors influence the dynamics of human behavior, including its form, causes, and essence—arising from both biological and socio-psychological factors (Woodworth and Schososberg in Saleh, 2018).

A survey conducted in July 2025 at the Moms And Akacha Clinic found a sufficient number of home care patients who could be used as respondents — a total of 15 individuals. Based on this data and the availability of respondents, the researcher is interested in conducting a study at the Moms And Akacha Clinic in Binjai titled:

“Factors Influencing Mothers’ Behavior in Accessing Home Care Services for Mothers and Children.”

Problem Formulation

Based on the background above, the research problem is:

What factors influence mothers’ behavior in accessing home care services for mothers and children at the Moms And Akacha Clinic in 2025?

Research Objectives

General Objective

To identify the factors that influence mothers’ behavior in accessing home care services for mothers and children at the Moms And Akacha Clinic in 2025.

Specific Objectives

- To determine the knowledge factor that influences mothers’ behavior in accessing home care services.

- To determine the attitude factor that influences mothers' behavior in accessing home care services.
- To determine the socioeconomic factor that influences mothers' behavior in accessing home care services.

Benefits of the Research

For the Researcher

This study is expected to enhance the researcher's understanding of the factors that influence mothers' behavior in accessing home care services for mothers and children at the Moms And Akacha Clinic in 2025.

For Mothers and Children

The research is expected to increase mothers' knowledge about the factors that influence their behavior in accessing home care services.

For Education

This study can serve as reading material for students and lecturers at the Kharisma Husada Binjai Midwifery Academy and as an additional reference for future researchers.

For the Moms And Akacha Clinic

The research is expected to provide new insights and serve as input for improving the quality and delivery of home care services at the clinic.

METHOD

Conceptual Framework

A conceptual framework is the structure that outlines the relationships between concepts that will be measured or observed in a study. A proper conceptual framework must demonstrate the relationship between the variables being investigated (Notoatmodjo, 2018). Based on the research objectives and literature review, the conceptual framework in this study can be illustrated as follows:

Variable:

- Dependent Variable
- Independent Variables

Research Hypotheses

A hypothesis is a temporary answer to a research problem, where the problem has already been formulated in the form of a research question. Therefore, the hypothesis is a theoretical answer, not yet an empirical one (Suyono, 2019).

The hypotheses for the factors influencing mothers' behavior in accessing home care services for mothers and children at the Moms And Akachan Clinic in 2025 are as follows:

Alternative Hypothesis (H_a):

- There is a relationship between mothers' knowledge and their behavior in accessing home care services.
- There is a relationship between mothers' attitudes and their behavior in accessing home care services.

- There is a relationship between mothers' socioeconomic status and their behavior in accessing home care services.

Null Hypothesis (H₀):

- There is no relationship between mothers' knowledge and their behavior in accessing home care services.
- There is no relationship between mothers' attitudes and their behavior in accessing home care services.
- There is no relationship between mothers' socioeconomic status and their behavior in accessing home care services.

Research Variables and Operational Definitions

Research Variables

There are two variables in this research:

- **Dependent Variable (Bound Variable):** The variable that is influenced or affected by the independent variable. In this study, it includes knowledge, attitude, and socioeconomic status.
- **Independent Variable (Free Variable):** The variable that causes the occurrence of the dependent variable. In this study, it is the behavior of mothers in accessing home care services.

Operational Definition

An operational definition aims to limit the scope or meaning of variables observed or studied. These limitations guide measurement or observation of the respective variables and help in developing the appropriate instruments or measurement tools (Notoatmodjo, 2018).

Research Design

The research design is a plan outlining how to collect and process data to achieve the research objectives (Aprinah Anita, 2018). This study uses the Chi-square test to determine the factors influencing mothers' behavior in accessing home care services for mothers and children.

Population and Sample

Population

A population is a generalization area consisting of objects/ subjects that possess certain quantities and characteristics defined by the researcher to be studied and from which conclusions are drawn (Sugiyono, 2018). The population in this study includes 30 individuals who received home care services at the Moms And Akachan Clinic from July to October 2025.

Sample

A sample is a subset of the population possessing the same characteristics. This research uses a total sampling technique, where all individuals in the population are included in the sample. Thus, the sample consists of 30 respondents who used home care services.

Research Location and Time

Research Location

The research was conducted at the Moms And Akachan Clinic in 2025, selected due to the reachable location and sufficient population availability.

Research Time

Data collection was carried out from July to December 2025.

Data Collection

There are two types of data: primary data and secondary data.

Primary Data

This study uses primary data collected directly from respondents using a questionnaire as a measurement tool. Prior to that, the respondents were given an explanation regarding the purpose of the study and how to fill out the questionnaire, and were encouraged to ask questions if anything was unclear.

Secondary Data

Secondary data refers to information not directly obtained from the source, but from existing data on home care services provided at the Moms And Akachan Clinic in 2025.

Measurement Aspects

To assess knowledge, attitude, and socioeconomic status related to mothers' behavior in accessing home care services at the Moms And Akachan Clinic in 2025, the following method is used:

Each variable is measured through 10 questions with answer options:

- Yes = Score 1
- No = Score 0

Therefore, the maximum score = 10, and the minimum score = 0.

Knowledge Category:

- Poor: 0–5
- Good: 6–10

Attitude Category:

- Poor: 0–5
- Good: 6–10

Socioeconomic Status Category:

- Lower: 0–5
- Higher: 6–10

Home Care Service Satisfaction Category:

- Dissatisfied: 0–5
- Satisfied: 6–10

Each scoring category uses the formula:

$$P = \text{Range} / \text{Number of Classes}$$

Where:

- $\text{Range} = \text{MaximumScore} - \text{MinimumScore}$
- $P = \text{Interval width}$
In this case:
- $P = (10 - 0) / 2 = 5$

Data Processing

Once all data is collected, data processing is done through the following stages:

- Editing: Checking the completeness and consistency of all respondent answers in the questionnaire to ensure no blank answers.
- Coding: Assigning numerical codes to each answer to simplify data processing, especially for computerized analysis.
- Entry: Inputting all data into a computer system for analysis.
- Tabulation: Organizing the data into frequency distribution tables for easier analysis and conclusion drawing (Hadjar, 2018).

Data Analysis Techniques

The collected data will be analyzed using univariate and bivariate statistical analysis:

- Univariate Analysis: Describes each independent and dependent variable individually in the form of frequency distributions.
- Bivariate Analysis: Examines the relationship between independent and dependent variables using the Chi-square test at a 95% confidence level ($P < 0.05$), followed by a discussion comparing theory with previous research findings (Hastono, 2018).

FINDING AND DISCUSSION

Research Results

Based on the results of the study titled "Factors Influencing Mothers' Behavior in Accessing Home Care Services for Mothers and Children at the Moms And Akachan Clinic in 2025", data was collected from a total of 30 respondents who received home care services. The findings are presented as follows:

Univariate Analysis

Univariate analysis aims to describe the characteristics of each variable being studied. Through this analysis, data distribution is presented based on knowledge, attitude, and socioeconomic factors.

Table 1

Frequency Distribution of Respondent Characteristics in Accessing Home Care Services for Mothers and Children at the Moms And Akachan Clinic in 2025

Characteristic	Frequency (f)	Percentage (%)
Knowledge - Good	19	63.3%
Knowledge - Poor	11	36.7%

Total	30	100%
Attitude - Good	17	56.7%
Attitude - Poor	13	43.3%
Total	30	100%
Socioeconomic - Upper Class	19	63.3%
Socioeconomic - Lower Class	11	36.7%
Total	30	100%

Based on Table 1:

- The majority of respondents had good knowledge (63.3%) and a minority had poor knowledge (36.7%).
- In terms of attitude, the majority had a good attitude (56.7%) and the minority had a poor attitude (43.3%).
- For socioeconomic status, 63.3% were from the upper class, and 36.7% were from the lower class.

Bivariate Analysis

Bivariate analysis is used to assess the relationship between independent and dependent variables using the Chi-square test at a 95% confidence level ($p < 0.05$). The results are compared with relevant theories and previous research (Hastono, 2018).

Table 2

Knowledge Factor Influencing Mothers' Behavior in Accessing Home Care Services

Knowledge	Home Care Service Satisfaction	Frequency (f)	Percentage (%)
Poor	Not Satisfied	10	90.9%
Poor	Satisfied	1	9.1%
Good	Not Satisfied	6	31.6%
Good	Satisfied	13	68.4%
Total		30	100%

Significance (2-tailed): 0.02

Table 3

Attitude Factor Influencing Mothers' Behavior in Accessing Home Care Services

Attitude	Home Care Service Satisfaction	Frequency (f)	Percentage (%)
Poor	Not Satisfied	11	84.6%
Poor	Satisfied	2	15.4%
Good	Not Satisfied	5	29.4%
Good	Satisfied	12	70.6%
Total		30	100%

Significance (2-tailed): 0.03

Table 4

Socioeconomic Factor Influencing Mothers' Behavior in Accessing Home Care Services

Socioeconomic Status	Home Care Service Satisfaction	Frequency (f)	Percentage (%)
Lower Class	Not Satisfied	10	90.9%
Lower Class	Satisfied	1	9.1%
Upper Class	Not Satisfied	6	31.6%
Upper Class	Satisfied	13	68.4%
Total		30	100%

Significance (2-tailed): 0.02

Discussion

Discussion of Factors Influencing Mothers' Behavior in Accessing Home Care Services at the Moms And Akachan Clinic in 2025

Univariate Analysis

Knowledge and Home Care Services

Based on Table 1, the knowledge level among 30 mothers who received home care services at the Moms And Akachan Clinic in 2025 shows that the majority had good knowledge (19 respondents or 63.3%), while the minority had poor knowledge (11 respondents or 36.7%).

Knowledge is the result of awareness that arises after a person senses a particular object. Sensory perception occurs through the five human senses—sight, hearing, smell, taste, and touch. Most human knowledge is acquired through the eyes and ears. Cognition is a critical domain that shapes individual actions (Notoatmodjo in Widyaningsih, 2021).

Knowledge serves as an indicator of whether an individual is likely to take action. If someone possesses good knowledge about health, they are more likely to understand its importance and be motivated to apply what they know. Understanding the benefits of a program, such as home care services, can lead a pregnant mother to develop a positive attitude, influencing her to seek home care services. The higher the level of knowledge, the more likely the behavior will be positive and aligned with that knowledge (Helvyra et al., 2018).

Attitude and Home Care Services

Based on the attitude data from the 30 respondents at the Moms And Akachan Clinic in 2025, 13 respondents (43.3%) had a poor attitude, while 17 respondents (56.7%) had a good attitude.

According to Damiani et al. (2018), attitude is a person's emotional expression that reflects their liking or disliking of an object. It is an evaluation, feeling, or tendency to consistently favor or disfavor something.

From these definitions, it can be concluded that attitude is an individual's response or reaction toward a specific object, which may be positive or negative. This is typically expressed through liking or disliking, agreeing or disagreeing with a particular object or idea.

Socioeconomic Status and Home Care Services

Based on the socioeconomic data of 30 respondents at the Moms And Akachan Clinic in 2025, 19

respondents (63.3%) were from upper socioeconomic groups, while 11 respondents (36.7%) were from lower socioeconomic groups.

According to the Indonesian Dictionary (KBBI), socioeconomic status refers to all things related to societal well-being, including clothing, food, housing, education, health, and more.

Socioeconomic status also includes a person's occupation, income, and education. It can be categorized into low, middle, and high levels. One's position in society is also associated with their achievements, relationships, rights, and obligations concerning access to resources. Socioeconomic conditions reflect a society's collective efforts to overcome or reduce hardships using five parameters: age, gender, education level, type of work, and income level (Rizal, 2021).

Bivariate Analysis

Knowledge and Satisfaction with Home Care Services

Based on the Chi-square test results, it can be concluded that there is a significant relationship between knowledge and satisfaction with home care services for mothers and children, with a significance value of $0.000 < 0.05$.

According to Notoatmodjo (2018), knowledge is the result of human sensory perception or awareness of an object, measured through interviews or questionnaires that assess the subject's understanding of the material.

This study found that out of 30 respondents, 73.3% had good knowledge, and 26.7% had poor knowledge about home care services. This was evident in their questionnaire responses, where most mothers accurately identified the definition and purpose of home care (Ni Ketut et al., 2021).

Attitude and Satisfaction with Home Care Services

Based on the Chi-square test results, it is concluded that there is a significant relationship between attitude and satisfaction with home care services for mothers and children, with a significance value of $0.02 < 0.05$.

Damiati et al. (2018) define attitude as an emotional response that reflects whether a person likes or dislikes an object. It includes evaluation, feeling, and a tendency to consistently favor or disfavor a particular object or idea.

From this, attitude is seen as a person's reaction—positive or negative—toward a specific object, often expressed as agreement/ disagreement or like/ dislike.

According to a study by Yeling Serviani (2021), among 85 respondents, 5 (5.9%) had poor knowledge, while 45 (52.9%) had good knowledge, indicating a link between attitude and understanding that affects behavioral choices like seeking home care.

Socioeconomic Status and Satisfaction with Home Care Services

Based on the Chi-square test results, it can be concluded that there is a significant relationship between socioeconomic status and satisfaction with home care services for mothers and children, with a significance value of $0.02 < 0.05$.

The word "economy" is derived from the Greek word for "household management." It refers to how resources are allocated within a household, considering the abilities, efforts, and responsibilities of each member (Damsar & Indrayani, 2019).

According to KBBI, socioeconomic refers to all aspects related to fulfilling societal needs, such as clothing, food, shelter, education, and health. Socioeconomic status includes occupation, income,

and education level, which determine whether individuals are classified as low, middle, or upper class.

Socioeconomic status also reflects a person's role and position within society, their achievements, social circles, and access to resources. It represents the community's effort to overcome challenges and improve living standards (Rizal, 2021).

CONCLUSIONS

Based on the discussion and analysis involving 30 respondents in the study on "Factors Influencing Mothers' Behavior in Accessing Home Care Services for Mothers and Children at the Moms And Akachan Clinic in 2025," the following conclusions can be drawn:

- Based on knowledge: The majority of mothers had good knowledge (19 respondents or 63.3%), while a minority had poor knowledge (11 respondents or 36.7%).
- Based on attitude: The majority of mothers had a good attitude (17 respondents or 56.7%), while a minority had a poor attitude (13 respondents or 43.3%).
- Based on socioeconomic status: The majority of mothers were from the upper socioeconomic class (19 respondents or 63.3%), while a minority were from the lower class (11 respondents or 36.7%).

Suggestions

For Education

It is expected that this research can serve as reference material for other students conducting similar studies. It is also recommended to enrich the library with more related books and resources to support scientific writing and academic assignments.

For Respondents

Mothers who receive home care services are encouraged to better understand the benefits and types of home care services, and how to make use of them more effectively for maternal and child health.

For the Moms And Akachan Clinic

Staff and employees at the clinic are encouraged to use the findings of this research as a basis for innovation and improvement in home care services for mothers and children. Understanding the benefits and available types of services will help deliver better care.

For the Author

This research serves to enhance the author's insight, knowledge, and experience in applying academic concepts learned throughout their education—especially in the field of midwifery, focusing on factors influencing mothers' behavior in accessing home care services. It may also serve as a reference for conducting future research.

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