

INTISARI

PENGARUH KUALITAS PELAYANAN KEPERAWATAN TERHADAP KEPUASAN PASIEN DI RUANG RAWAT INAP RSUD Dr. SOERATNO GEMOLONG

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Latar Belakang: Kualitas pelayanan keperawatan merupakan salah satu aspek yang mempengaruhi kepuasan pasien. Kualitas pelayanan yang rendah akan menyebabkan ketidakpuasan pasien dan menimbulkan berbagai keluhan. Semakin banyak keluhan mengindikasikan rendahnya kualitas pelayanan yang akan menyebabkan tingkat kepuasan pasien semakin menurun. Oleh karena itu perlu ditingkatkan kualitas pelayanan keperawatan untuk memenuhi harapan pasien dengan dipenuhinya harapan maka pasien merasa puas.

Tujuan: Mengetahui pengaruh kualitas pelayanan keperawatan terhadap kepuasan pasien di Ruang Rawat Inap RSUD Dr. Soeratno Gemolong.

Metode: Jenis penelitian ini adalah penelitian kuantitatif dengan rancangan observasional analitik menggunakan pendekatan *cross-sectional*. Populasi penelitian adalah pasien rawat inap bulan Maret 2018 yang berjumlah 150 orang, sampel diambil menggunakan rumus Slovin diperoleh 110 orang, dengan teknik *purposive sampling*. Instrumen penelitian berupa kuesioner kualitas pelayanan keperawatan dan kepuasan pasien. Teknik analisis data menggunakan analisis univariat dengan persentase dan analisis bivariat dengan *Chi Square*.

Hasil: (1) Kualitas pelayanan keperawatan di Ruang Rawat Inap RSUD Dr. Soeratno Gemolong termasuk kategori baik, yaitu 71 responden (64,55%). (2) Kepuasan pasien rawat inap di Ruang Rawat Inap RSUD Dr. Soeratno Gemolong termasuk kategori positif, yaitu 74 responden (67,27%). (3) Terdapat hubungan antara kualitas pelayanan keperawatan terhadap kepuasan pasien rawat inap di RSUD Dr. Soeratno Gemolong, yaitu $p \text{ value} = 0,0001$.

Simpulan: Terdapat hubungan antara kualitas pelayanan keperawatan terhadap kepuasan pasien rawat inap di RSUD Dr. Soeratno Gemolong.

Kata Kunci: Kualitas Pelayanan Keperawatan, Kepuasan Pasien

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ABSTRACT

THE CORRELATION BETWEEN QUALITY OF NURSING SERVICES ON PATIENT SATISFACTION IN THE INPATIENT ROOM OF RSUD Dr. SOERATNO GEMOLONG

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Background: *The quality of nursing services is one aspect that influences patient satisfaction. Low service quality will cause patient dissatisfaction and cause various complaints. More complaints indicate a low quality of service that will cause patient satisfaction to decline. Therefore, it is necessary to improve the quality of nursing services to meet the expectations of patients with the fulfillment of expectations, so that patients feel satisfied.*

Objective: *Analyze the correlations between the quality of nursing services to the satisfaction of inpatients in RSUD Dr. Soeratno Gemolong.*

Method: *This type of research was quantitative research with analytic observational design using a cross-sectional approach. The study population was inpatients for month March 2018 which amounted to 150 people, the sample was taken using the Slovin formula obtained 110 people, with purposive sampling technique. The research instrument is a questionnaire on the quality of nursing services and patient satisfaction. Data analysis techniques using univariate analysis with percentage and bivariate analysis with Chi Square.*

Results: *(1) Quality of nursing services in the Inpatient Room of RSUD Dr. Soeratno Gemolong is in the good category, namely 71 respondents (64,55%). (2) Satisfaction of hospitalized patients in the Inpatient Room of RSUD Dr. Soeratno Gemolong is in the positive category, namely 74 respondents (67,27%). (3) There was a correlations between the quality of nursing services to the satisfaction of inpatients in RSUD Dr. Soeratno Gemolong, namely p value = 0,0001.*

Conclusion: *There was a correlations between the quality of nursing services to the satisfaction of inpatients in RSUD Dr. Soeratno Gemolong.*

Keywords: *Nursing Service Quality, Patient Satisfaction*

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