

ABSTRAK

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GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEPERAWATAN DI UNIT RAWAT INAP SILOAM *HOSPITALS* KEBON JERUK

(xii + 34 lembar; 2 skema, 4 tabel, 9 lampiran)

Kepuasan pasien yang merupakan suatu tingkat perasaan dari pasien yang timbul akibat dari kinerja layanan kesehatan termasuk perawat yang diperoleh setelah membandingkan dengan apa yang diharapkannya dan yang diberikan sesuai dengan standar pelayanan di rumah sakit. Tujuan penelitian untuk mengidentifikasi tingkat kepuasan pasien terhadap pelayanan keperawatan di unit rawat inap SHKJ melalui aspek *tangible*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Penelitian menggunakan metode deskriptif kuantitatif. Populasi adalah pasien rawat inap Siloam *Hospitals* Kebon Jeruk sebanyak 141 orang. Teknik menggunakan *purposive sampling* dengan jumlah 135 responden dengan kriteria inklusi yaitu pasien yang dirawat di unit rawat inap SHKJ minimal 3 hari, pasien berusia minimal 18 tahun, pasien dapat baca tulis dalam Bahasa Indonesia, dan bersedia menjadi responden. Instrumen yang digunakan adalah kuesioner *Service Quality* (SERQUAL) yang sudah diuji validitas dan reliabilitasnya. Data dianalisis menggunakan analisis univariat deskriptif. Hasil dari penelitian ini adalah tingkat kepuasan pasien terhadap pelayanan keperawatan di unit rawat inap SHKJ pada dimensi *tangible* (39.3%), *reliability* (57.8%), *responsiveness* (54.8%), *assurance* (56.3%), *empathy* (64.4%). Maka dibutuhkan peningkatan pemberian pelayanan kepada pasien. Rekomendasi peneliti selanjutnya adanya hubungan antara tingkat kepuasan pasien dengan pelayanan keperawatan dan *health care assistant* (HCA).

Kata kunci : Kepuasan Pasien, Pelayanan Keperawatan, SERQUAL

Referensi : 29 (1999-2017)

ABSTRACT

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THE DESCRIPTION OF THE PATIENT'S SATISFACTION TOWARDS NURSING HOSPITALIZATION SERVICES IN INPATIENT UNIT SILOAM HOSPITALS KEBON JERUK

(xii + 34 sheets; 2 scheme, 4 table, 9 attachments)

Patient's satisfaction is the level of patient's feeling caused by the performance of the health care services which are obtained after comparing what was expected by the patients and what was provided by the hospital services according to the standards of the hospital. This research aims to identify the level of patient's satisfaction towards nursing in inpatient unit Siloam Hospitals Kebon Jeruk through tangible, reliability, responsiveness, and empathy. The research used quantitative descriptive method. The population in this study is all patients in inpatient unit Siloam Hospitals Kebon Jeruk as many as 141 people. The technique used purposive sampling with 135 respondents with inclusion criterias are patients admits in inpatient unit at least three days, patients who are minimum 18 years old, patients are able to read and write in Bahasa Indonesia, and able to be respondents. The instrument using Service Quality (SERQUAL) questionnaire which has been tested for its validity and reliability. Data is analyzed using analysis of univariate descriptive. The result of this research is the level of patient satisfaction on nursing service in SHKJ inpatient unit on tangible dimension (39.3%), reliability dimension (57.8%), responsiveness dimension (54.8%), assurance dimension (56.3%), and empathy dimension (64.4%). Recommendations for further research is the relationship between the level of patient satisfaction with nursing services and health care assistant (HCA).

Keywords : Patient Satisfaction, Nursing Service, SERQUAL

Reference : 29 (1999-2017)