

## ABSTRAK

### **ANTESEDEN DARI *PATIENT-FAMILY SATISFACTION* DI RUANG *PEDIATRIC INTENSIVE CARE UNIT* DAN DAMPAKNYA PADA *HOSPITAL REPUTATION*: STUDI *CROSS-SECTIONAL* PADA PASIEN RSUP DI MANADO**

Tujuan penelitian ini adalah untuk menguji dan menganalisis anteseden dari *Patient-Family Satisfaction* serta dampaknya pada *Hospital Reputation*. Anteseden *Patient-Family Satisfaction* dikembangkan dari 5 domain pada instrumen kuesioner *Empowerment of Parents in The Intensive Care* (EMPATHIC30). Instrumen tersebut dikhususkan untuk mengukur kepuasan orang tua pasien yang anaknya dirawat di ruang *Pediatric Intensive Care Unit* (PICU). Sesuai dengan tujuan dan orientasi penelitian, metode yang digunakan pada penelitian ini adalah *cross sectional* dengan survei pada PICU di Rumah Sakit Umum Pusat (RSUP) di Kota Manado. Kuesioner disebarkan langsung pada calon responden di ruang tunggu pasien. Responden diperoleh dengan cara *judgement sampling* dan diperoleh 162 responden yang memenuhi syarat. Metode *Partial Least Square-Structural Equation Modelling* (PLS-SEM) digunakan untuk menganalisis data. Temuan penelitian menunjukkan bukti yang memadai untuk menyatakan semua anteseden yang terdiri dari *Professional Attitude, Information, Care and Treatment, Organization* dan *Parent Participation* mempunyai pengaruh yang signifikan dan positif pada *Patient-Family Satisfaction* ( $p\text{-value} < 0,05$ , CI 95%). Pengaruh paling besar ditemukan dari *Parent Participation* ( $\beta = 0,227$ ). Selanjutnya ditemukan bahwa *Patient-Family Satisfaction* mempunyai dampak positif pada *Hospital Reputation* ( $p\text{-value} < 0,05$ , CI 95%). Dari uji yang dilakukan, model penelitian ini diketahui mempunyai kemampuan prediksi yang adekuat. Hasil penelitian ini dapat memberikan masukan berupa saran bagi manajemen RSUP untuk meningkatkan pelayanan kesehatan, khususnya di PICU.

**Kata kunci:** EMPATHIC 30, PICU, *Patient-Family Satisfaction* dan *Hospital Reputation*.

## **ABSTRACT**

### ***ANTECEDENTS OF PATIENT-FAMILY SATISFACTION IN THE PEDIATRIC INTENSIVE CARE UNIT AND ITS IMPACT ON HOSPITAL REPUTATION: A CROSS-SECTIONAL STUDY OF HOSPITAL PATIENTS IN MANADO***

*The purpose of this study was to examine and analyze the antecedents of Patient-Family Satisfaction and its impact on Hospital Reputation. Patient-Family Satisfaction antecedents were developed from 5 domains in the Empowerment of Parents in The Intensive Care (EMPATHIC 30) questionnaire instrument. This instrument is devoted to measuring the satisfaction of parents of patients whose children are treated in the Pediatric Intensive Care Unit (PICU). In accordance with the aims and orientation of the research, the method used in this study was a cross-sectional survey with a PICU at the Central General Hospital (RSUP) in Manado City. Respondents were obtained by means of judgment sampling and obtained 162 respondents who met the requirements. Partial Least Square-Structural Equation Modeling (PLS-SEM) was used to analyze the data. The research findings show sufficient evidence to state that all antecedents consisting of Professional Attitude, Information, Care and Treatment, Organization, and Parent Participation have a significant and positive influence on Patient-Family Satisfaction (p-value <0.05, CI 95 %). The predominant influence was found in Parent Participation ( $\beta=0,227$ ). Furthermore, it was found that Patient-Family Satisfaction had a positive impact on Hospital's Reputation (p-value <0.05, 95% CI). From the tests carried out, the proposed research model is known to have adequate predictive ability. The results of this study can provide input in the form of suggestions for RSUP management to improve health services, especially in the PICU.*

**Keywords:** *EMPATHIC 30, PICU, Patient-Family Satisfaction dan Hospital Reputation.*