

**HUBUNGAN *RESPONSE TIME* PERAWAT DENGAN TINGKAT
KEPUASAN PASIEN DI RUANGAN IGD PUSKESMAS SEYEGAN
SLEMAN YOGYAKARTA TAHUN 2022**

INTISARI

Latar Belakang: Instalasi Gawat Darurat merupakan gerbang penanganan pertama di fasilitas pelayanan kesehatan yang memegang peranan penting dalam upaya penyelamatan hidup pasien. *Response time* yang diberikan pada saat pasien tiba di IGD memerlukan standar baku sehingga dapat menjamin *response time* gawat darurat yang cepat dan tepat.

Tujuan Penelitian: Tujuan dari penelitian ini adalah untuk mengetahui keeratan hubungan *response time* perawat dengan tingkat kepuasan pasien di IGD Puskesmas Seyegan Sleman Yogyakarta Tahun 2022.

Metode Penelitian: Jenis penelitian kuantitatif: pendekatan *cross sectional study*. Populasi pasien di Instalasi Gawat Darurat (IGD) Puskesmas Seyegan adalah pasien dengan rata-rata kunjungan perbulan sebanyak 250 pasien. Teknik pengambilan sampel dalam penelitian ini menggunakan *accidental sampling* yang berbasis pada *quota sampling*. Besar sampel yang digunakan sebanyak 53 pasien. Data observasi *response time* perawat diambil dari selisih pasien datang ke IGD sampai pasien diberikan triase dan *primary survey* dari perawat. Data kuesioner kepuasan diberikan pada pasien yang telah mendapatkan pelayanan dari perawat. Jumlah perawat yang terobservasi memberikan pelayanan selama penelitian didapatkan sebanyak 12 perawat. Alat pengumpulan data penelitian menggunakan lembar observasi *response time* dan kuesioner kepuasan pasien.

Hasil: Analisa data uji *Spearman Rho* didapatkan hasil bahwa adanya hubungan yang signifikan secara statistik antara *response time* perawat dengan tingkat kepuasan pasien (*p-value* 0, 000).

Kesimpulan: Ada hubungan yang signifikan secara statistik antara *response time* perawat dengan kepuasan pasien. Dengan nilai koefisien korelasi 0, 71 yang menunjukkan bahwa terdapat hubungan yang kuat antara *response time* perawat dengan kepuasan pasien dengan arah hubungan *negative*.

Kata kunci: Instalasi Gawat Darurat, Kepuasan Pasien, *Response Time*

**THE CORRELATION OF NURSES' RESPONSE TIME AND PATIENT
SATISFACTION LEVEL IN THE EMERGENCY DEPARTMENT AT
PUSKESMAS SEYEGAN SLEMAN YOGYAKARTA YEAR 2022**

ABSTRACT

Background: *The Emergency Department (ED) is the first treatment gate in health care facilities playing an important role in efforts to save patients' life. The response time given when patients arrive at the needs to be standardized so that it can guarantee a fast and precise emergency response time.*

Research Objective: *This study aims to find out the correlation of nurses' response time and patient satisfaction level in the Emergency Department in Puskesmas (Public Health Center) Seyegan Sleman Yogyakarta Year 2022.*

Research Method: *The type of research was quantitative with cross-sectional study. The patient population in the Emergency Department (ED) of the Seyegan Health Center was patients with an average monthly visit of 250 patients. The sampling technique in this study used accidental sampling based on quota sampling. The sample size used was 53 patients. The nurses' response time observation data were taken from the difference in the time the patient came to the ED until the patient was given triage and a primary survey from nurses. The satisfaction questionnaire data were given to patients having given services from nurses. The number of nurses who were observed to provide services during the study was as many as 12 nurses. The research data collection tools used response time observation sheets and patient satisfaction questionnaires.*

Result: *The analysis of the Spearman Rho test data show that there was a statistically significant correlation of nurses' response time and patient satisfaction level (p -value 0.000).*

Conclusion: *There is a statistically significant correlation of nurses' response time and patient satisfaction. With a correlation coefficient value of 0.71 indicating that there is a strong correlation of nurses' response time and patient satisfaction, the direction of the relationship is negative.*

Keywords: *Emergency Department, Patient Satisfaction, Response Time*