

HUBUNGAN KUALITAS PELAYANAN KEPERAWATAN DENGAN KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT RACHMA HUSADA BANTUL

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INTISARI

Latar Belakang: Kualitas pelayanan kesehatan menjadi salah satu faktor penentu citra institusi pelayanan kesehatan di mata masyarakat. Hal ini terjadi karena keperawatan merupakan kelompok profesi dengan jumlah terbanyak, paling depan dan terdekat dengan penderitaan, kesakitan, serta kesengsaraan yang di alami pasien dan keluarganya. Salah satu indikator dari mutu pelayanan keperawatan itu adalah apakah pelayanan keperawatan yang diberikan itu memuaskan pasien atau tidak.

Tujuan Penelitian: Penelitian ini bertujuan untuk mengetahui hubungan kualitas pelayanan keperawatan dengan kepuasan pasien rawat inap di Rumah Sakit Rachma Husada Bantul Yogyakarta.

Metode Penelitian: Jenis penelitian adalah kuantitatif dengan desain penelitian *deskriptif korelatif* menggunakan pendekatan *cross-sectional*. Penelitian ini dilakukan pada tanggal 7-12 september 2017 di Bangsal Arofah kelas 2, dan 3 Bangsal Roudho kelas 3, Bangsal Armina kelas 3 dan Ruang Isolasi di Rumah Sakit Rachma Husada.

Hasil Penelitian: Sebagian besar pasien menilai kualitas pelayanan keperawatan di Rumah Sakit Rachma Husada Bantul Yogyakarta dalam kategori baik 47 (63,5%). Sebagian besar tingkat kepuasan pasien dalam kategori tinggi 54 (73,0%).

Kesimpulan: Kesimpulan berdasarkan hasil penelitian dimana kesimpulan besar pasien menilai kualitas pelayanan keperawatan di Rumah Sakit Rachma Husada Bantul dalam kategori baik 47 (63,5%). Sebagian besar tingkat kepuasan pasien rawat inap di Rumah Sakit Rachma Husada Bantul dalam kategori tinggi 56 (73,0%). Terdapat hubungan yang signifikan kualitas pelayanan keperawatan dengan kepuasan pasien rawat inap di Rumah Sakit Rachma Husada Bantul dengan keeratan hubungan sebesar (43,8%).

Kata Kunci: kualitas Pelayanan, Kepuasan Pasien

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The Correlation Between Nursing Care Quality and Inpatient's Satisfaction In Rahema Husada Hospital of Bantul

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ABSTRACT

Background : Health care quality is regarded as one of influential factors of health care institutional image among public. This is due to nursing as a dominant health care which is closely engaged with suffering, morbidity, or misery experienced by patients and families. One of indicators of nursing care quality is patient's satisfaction level.

Objective : This study was aimed to identify The Correlation between Nursing Care Quality and Inpatient's Satisfaction in Rachma Husada Hospital of Bantul.

Method : The type of this study was quantitative with descriptive and correlative design and cross sectional approach. This study was carried out during 7-12 september 2017 in arofah second class ward, and 3 roudho third class ward, Armina third class ward, and isolation ward in Rachma Husada Hospital.

Result : The majority of patients assume that nursing care quality in Rachma Husada Hospital was in good category as many as 47 respondents (63,5%). Most of patient's satisfaction level was in high category as many as 54 respondents (73,0%).

Conclusion : Most of patients assumed that nursing care quality in Rachma Husada Hospital of Bantul was in good category as many as 47 respondents (63,5%). Most of inpatient's satisfaction level in Rachma Husada Hospital of Bantul was in high category as many as 56 respondents (73,0). There were significant correlations between nursing care quality and inpatients's satisfaction level in rachma Husada Hospital of Bantul with significance level of (0,000).

Keywords : Care Quality, Patient's Satisfaction.

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