

FAKTOR-FAKTOR YANG MEMPENGARUHI PERSEPSI MASYARAKAT PENGGUNA PELAYANAN KESEHATAN TENTANG PERAN PERAWAT DALAM PEMBERIAN PELAYANAN KESEHATAN DI PUSKESMAS KALIBAWANG KULON PROGO

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INTISARI

Latar Belakang: Masyarakat sebagai pengguna jasa pelayanan memiliki persepsi yang berbeda-beda tentang peran perawat. Banyak masyarakat yang masih keliru dalam mempersepsikan peran perawat. Hal inilah yang menyebabkan pandangan terhadap peran perawat dalam memberikan pelayanan kesehatan masih beragam.

Tujuan: Mengetahui faktor-faktor yang mempengaruhi persepsi masyarakat pengguna pelayanan kesehatan terhadap peran perawat dalam pemberian pelayanan kesehatan di Puskesmas Kalibawang.

Metode: Jenis penelitian ini menggunakan metode deskriptif dengan pendekatan kuantitatif. Rancangan penelitian ini adalah *cross sectional*. Pengambilan sampel dengan cara *accidental sampling* dengan jumlah sampel 75 responden. Uji statistik yang digunakan yaitu uji *kendall tau* dengan tingkat kemaknaan *p-value* $< \alpha$ (0,005). Sedangkan analisa multivariate menggunakan *regresi logistik linier*.

Hasil: Dari 75 responden didapatkan data mengenai sikap masyarakat cukup mengenai peran perawat sebanyak 48% dan sikap yang kurang sebanyak 6%. Data pengetahuan masyarakat terhadap peran perawat didapatkan hasil cukup sebanyak 53,3% dan pengetahuan kurang 5,3%, masyarakat yang berpengalaman terhadap peran perawat sebanyak 58,7% dan kurang berpengalaman sebanyak 8%, informasi yang diperoleh masyarakat jelas sebanyak 50,7% dan kurang jelas sebanyak 9,3%, pelayanan kesehatan yang cukup sebanyak 57,3% dan kurang sebanyak 5,4%. Peran perawat dalam memberikan pelayanan kesehatan baik sebanyak 52% dan kurang baik sebanyak 6,7%. Dari hasil uji *Kendal Tau* menunjukkan ada hubungan bermakna dengan *p-value* sebesar $0,000 < 0,05$. Faktor yang paling mempengaruhi persepsi terhadap peran perawat yaitu pengetahuan dengan *p-value* sebesar $0,008 < 0,05$.

Kesimpulan: Ada hubungan yang signifikan antara faktor (sikap, pengetahuan, pengalaman, informasi, dan pelayanan kesehatan) dengan persepsi masyarakat terhadap peran perawat. Faktor yang paling mempengaruhi persepsi masyarakat terhadap peran perawat di Puskesmas Kalibawang Kulon Progo yaitu pengetahuan.

Kata Kunci: Persepsi, Masyarakat, Pengguna Pelayanan Kesehatan, Peran Perawat

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FACTORS AFFECTING PERCEPTION OF COMMUNITY HEALTH SERVICE USERS ON THE ROLE OF NURSES IN THE PROVISION OF HEALTH SERVICES IN PUSKESMAS KALIBAWANG KULON PROGO

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ABSTRACT

Background: Community as users of public health services has many differences perception about the role of nurses. Most of them thought a wrong perceptions about that. So it can make a kind opinions about the role of nurses in providing health care services.

Objective: The aim of this study was to find factors that influence people's perceptions as a user of health care service the role of nurses in the delivery of health services in Puskesmas Kalibawang.

Method: This research was used descriptive method with quantitative approach. Research design was cross sectional. And the sample was used by accidental sampling with 75 respondents. Statistical test was used Kendall's tau test with significance level of p-value $< \alpha$ (0.005). And using regression logistic linier as a multivariate analyzed.

Results: Based on the result of 75 respondents, the data of public attitudes about the role of nurses was sufficient 48% and less attitude 6%. Data of public knowledge of the role of the nurses was sufficient 53.3% and 5.3% were less. The people who experience to foward of nurses were 58.7% and less experience 8%, the information that received by the community were clear 50.7% and unclear 9.3%, and the perception of health care services 57.3% were sufficient and 5.4% were less. The role of the nurses in providing health care service was good 52% and poor 6.7%. According to the result of Kendall Tau test, there was significant correlation between attitudes, knowledge, experience, information, and health services factor with society's perception of the nurses roles in providing health care service with p-value $0.000 < 0.05$. The most influence factor of community's perception was knowledge with p-value $0.008 < 0.05$.

Conclusion: There was a significant correlation between attitudes, knowledge, experience, information, and health services factors with the public perception of the role of nurses. Knowledge was the most factor that affect people perception of the role of nurses in public health center of Kalibawang Kulon Progo.

Keywords: Perception, Community Health Service Users, Role of Nurses

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