

HUBUNGAN PERSEPSI PASIEN TERHADAP MUTU ASUHAN KEPERAWATAN DENGAN KEPUASAN PASIEN DI RUANG PERAWATAN CANDI BARONG RSUD PRAMBANAN

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INTISARI

Latar Belakang: Kepuasan pasien tidak boleh diabaikan jika suatu rumah sakit ingin tetap berkembang. Rumah sakit harus memperhatikan kebutuhan dan pandangan klien selama kegiatan asuhan keperawatan. Pandangan/ persepsi merupakan proses mental yang terjadi dalam diri manusia yang menunjukkan bagaimana kita melihat, mendengar, merasakan, mengalami, dan kemudian mengevaluasinya. Pasien pada umumnya memandang asuhan keperawatan berdasarkan kenyataan, kehandalan, cepat tanggap, jaminan, empati. Hasil persepsi pasien terhadap mutu asuhan keperawatan dapat mempengaruhi kepuasan pasien sehingga menjadi keseriusan masalah bagi rumah sakit.

Tujuan Penelitian: Diketuinya hubungan persepsi pasien terhadap mutu asuhan keperawatan dengan kepuasan pasien.

Metode Penelitian: Jenis penelitian ini adalah *observasional analitik*. Desain penelitian ini menggunakan *cross sectional*. Pengambilan sampel menggunakan teknik *purposive sampling*. Jumlah sampel penelitian ini 40 sampel. Pengumpulan data menggunakan kuesioner. Data dianalisis menggunakan analisis univariat dan bivariat menggunakan program SPSS 16.0. Analisis bivariat menggunakan uji *kendall's tau* dengan tingkat signifikan $p < 0,1$.

Hasil: Sebagian besar responden memiliki persepsi baik sebanyak 60%, sebagian besar responden puas sebanyak 62,5%, nilai koefisien korelasi uji *kendall's tau* sebesar 0,476 dengan $p\text{-value} (0,003) < 0,1$.

Kesimpulan: Ada hubungan signifikan persepsi pasien terhadap mutu asuhan keperawatan dengan kepuasan pasien di ruang perawatan Candi Barong RSUD Prambanan. Secara umum mutu asuhan keperawatan yang diberikan sudah baik sehingga dapat memenuhi harapan pasien.

Kata Kunci: Persepsi pasien, mutu asuhan keperawatan, kepuasan pasien.

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THE RELATIONSHIP OF PATIENTS PERCEPTION TO THE NURSING CARE
QUALITY WITH PATIENTS SATISFACTION IN CANDI BARONG UNIT
PRAMBANAN GENERAL HOSPITAL

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ABSTRACT

Background: The patients satisfaction cannot be ignored if a hospital wants to keep growing. A hospital must pay attention to the clients' needs and views during nursing care activities. Views/perceptions are the mental processes that occur in humans that show how to see, hear, feel, experience, and then evaluate them. Patients generally look at the nursing care based on tangibles, reliability, responsiveness, assurance, and empathy. The patients perceptions to the nursing care quality can influence patients satisfaction in relation to the seriousness of the problem in the hospital.

Objective: Knowledgeable the relationship of patients perception to the nursing care quality with patients satisfaction in Candi Barong Unit Prambanan General Hospital.

Method: This type of research is an observational analytic with cross-sectional design. The sampling used a purposive sampling technique. total samples in this study consisted of 40 samples. Data collected by questionnaires. Data were analyzed based on univariate and bivariate analyses using SPSS 16.0. The Bivariate analysis was Kendall's tau test with the significance level of $p < 0.1$.

Results: The majority of respondents had a good perception of 60%, most respondents were satisfied by 62.5%, the correlation coefficient Kendall's tau test was 0.476 with a p-value $(0.003) < 0.1$.

Conclusion: There was a significant relationship of patients perception to the nursing care quality with patients satisfaction in Candi Barong unit Prambanan General Hospital. In generally, the quality of nursing care provided was good as it met the expectations of patients.

Keywords: Patients perception, nursing care quality, patients satisfaction.

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