

HUBUNGAN MUTU PELAYANAN KEPERAWATAN DENGAN TINGKAT KEPUASAN PADA KLIEN STROKE DI RSUD WATES

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INTISARI

Latar Belakang: Pelayanan keperawatan merupakan bagian integral dari pelayanan kesehatan yang memiliki peran besar terhadap mutu pelayanan rumah sakit secara keseluruhan. Mutu pelayanan keperawatan sangat dibutuhkan oleh klien yang mengalami keterbatasan seperti pasien stroke. Pelayanan keperawatan secara holistik dibutuhkan oleh pasien stroke agar kebutuhan dan perawatan sehari-harinya terpenuhi. Apabila kebutuhan klien terpenuhi, maka kepuasan klien akan tercapai.

Tujuan Penelitian: Mengetahui hubungan mutu pelayanan keperawatan dengan tingkat kepuasan pada klien stroke di RSUD Wates.

Metode Penelitian: Jenis penelitian yang digunakan adalah deskriptif analitik dengan pendekatan *cross sectional*. Pengambilan sampel menggunakan teknik *accidental sampling* yang berjumlah 30 responden. Pengumpulan data dilakukan dengan menggunakan kuesioner. Analisis data yang digunakan adalah uji *Kendall Tau*.

Hasil: Sebagian besar klien memperoleh mutu pelayanan keperawatan kategori tinggi yaitu 50% dan sebagian besar responden merasa puas terhadap pelayanan keperawatan yang diberikan RSUD Wates yaitu 70%. Hasil uji *Kendall Tau* diperoleh nilai koefisien korelasi sebesar 0,408 dengan signifikansi 0,016 ($\alpha < 0,05$).

Kesimpulan: Ada hubungan antara mutu pelayanan keperawatan dengan tingkat kepuasan pada klien stroke di RSUD Wates. Diharapkan perawat lebih berupaya dalam mempertahankan mutu pelayanan keperawatan di RSUD Wates agar kepuasan klien tercapai.

Kata Kunci: Mutu Pelayanan Keperawatan, Kepuasan, Klien Stroke

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CORRELATION BETWEEN NURSING CARE QUALITY AND LEVEL OF SATISFACTION OF CLIENTS WITH STROKE IN RSUD (REGIONAL HOSPITAL) WATES

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ABSTRACT

Background: Nursing care is an integral part of medical services which plays a big role towards a care quality of a hospital entirely. Nursing care quality is hugely needed by clients who have limitations, such as patients with stroke. Holistic nursing care is needed by patients with stroke so that their daily needs and care are fulfilled. If they are fulfilled, clients' satisfaction will be achieved.

Objective: To find out the correlation between nursing care quality and level of satisfaction of clients with stroke in RSUD Wates.

Methodology: This research is descriptive analytical research with cross sectional design. Thirty (30) samples were taken using accidental sampling technique. Data were taken using questionnaire and analyzed using *Kendall Tau* test.

Findings: Fifty percent (50%) of the respondents got high quality of nursing care. Seventy percent (70%) of them felt satisfied with nursing care given by RSUD Wates. Based on the result of the *Kendall Tau* statistical test, it was found that the correlation coefficient is 0.408 with significance 0.016 ($\alpha < 0.05$).

Conclusion: There is correlation between nursing care quality and level of satisfaction of clients with stroke in RSUD Wates. It is expected that nurses in RSUD Wates improve the nursing care quality in RSUD Wates so that clients' satisfaction is achieved and fulfilled.

Keywords: Nursing Care Quality, Satisfaction, Clients with Stroke

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