

ABSTRAK

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Analisis Kesesuaian Harapan dan Pelayanan yang Diterima Pasien Rawat Inap tentang Mutu Pelayanan Perawat di RSI Nahdatul Ulama Demak
xi + 68 halaman + 37 tabel + 8 gambar + 8 lampiran

Rumah Sakit Islam Nahdatul Demak (RSI NU) mengalami penurunan pemanfaatan rawat inap (Bed Occupancy Rate) sejak tahun 2009, meskipun manajemen telah berupaya untuk meningkatkan kualitas pelayanan utamanya pelayanan perawat sebagai ujung tombak pelayanan, namun BOR rumah sakit belum meningkat. Untuk mengetahui permasalahan tersebut dilakukan penelitian tentang Analisis Kesesuaian Harapan dan Kepuasan Pelayanan yang diterima Pasien Rawat Inap tentang Mutu Pelayanan Perawat di RSI NU Demak.

Tujuan penelitian ini adalah untuk mengetahui kesesuaian harapan dan kepuasan pelayanan yang diterima pasien meliputi penampilan, ketrampilan, kecepatan, ketepatan dan perhatian perawat. Jenis penelitian observational dan metode survey dengan pendekatan crosssectional. Instrumen penelitian menggunakan kuesioner pada 114 orang pasien sebelum dan sesudah memanfaatkan layanan. Data penelitian diolah secara kuantitatif menggunakan Diagram Kartesius.

Hasil penelitian menunjukkan bahwa sebagian pasien adalah perempuan (55,3%), berusia lebih dari 40 tahun (63%), bekerja sebagai buruh (47%), berpendidikan menengah (92,1%). Hasil analisis dari faktor-faktor dalam variabel penelitian menunjukkan faktor perawat menanyakan keadaan pasien, cepat tanggap dalam menyelesaikan keluhan pasien, tepat waktu dalam mengganti infus saat habis, menjelaskan tentang tata tertib rumah sakit, merupakan faktor yang dianggap sangat penting bagi pasien tetapi dalam pelaksanaannya belum sesuai dengan harapan pasien atau kurang memuaskan.

Disarankan agar manajemen dapat meningkatkan mutu pelayanan perawat melalui peningkatan intensitas kegiatan pelatihan soft skill dan hard skill utamanya bagi perawat yang belum mengikuti pelatihan, sehingga faktor-faktor yang menurut pasien pelaksanaannya belum memuaskan dapat ditingkatkan. Manajemen rumah sakit agar melakukan monitoring dan evaluasi pelaksanaan faktor –faktor tersebut.

Kata kunci : Pelayanan Perawat, Rawat Inap, Harapan Pasien
Kepustakaan : 30 (1991 – 2005)

ABSTRACT

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**Analysis on Conformity between Expectation and Nursing Care Service Quality Received by Inpatients at “Nahdatul Ulama” Islamic Hospital, Demak
xi + 68 pages + 37 tables + 8 figures + 8 enclosures**

Nahdatul Ulama Islamic Hospital (RSI NU) had experienced decreasing bed occupancy ratio (BOR) since 2009. Hospital management had tried to improve service quality mainly on nursing services as the tip of services, but hospital BOR did not increase. To know that problems, the study regarding analysis on the appropriateness of expectation and service satisfaction received by hospitalized patients on nurse service quality at RSI NU Demak was conducted.

The objective of this study was to know the appropriateness of expectation and service satisfaction received by hospitalized patients such as performance, skills, rapidity, correctness and attention of nurses. This was an observational study using survey method and cross sectional approach. Study instrument was questionnaires, and it was applied to 114 patients before and after receiving services. Data were analyzed quantitatively using Cartesian diagram. Results of the study showed that majority of patients were females (55.3%), more than 40years old (63%), working as laborers (47%), intermediate level of education (92.1%). Nurses asking patient's condition, responsive in solving patients' complains, on time in changing the empty infuse bottle, explaining hospital rules were factors that were considered very important for patients; but in reality or in practice it was not performed according to the expectation of the patient or it was less satisfactory.

Suggestions given for hospital management are to improve nurse service quality through increasing soft skill and hard skill training intensity. The training is mainly for nurses who have not received training. It aimed to improve factors that have not satisfied the patients. Hospital management should monitor and evaluate the implementation of those factors.

Key words : nurse service, inpatient, patient expectation

Bibliography : 30 (1991-2005)