

ABSTRAK

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Analisis Pengaruh Persepsi Mutu Pelayanan Keperawatan terhadap Kepuasan Keluarga Pasien Rawat Jalan di RSJD dr. Amino Gondohutomo Semarang

72 halaman + 25 tabel + 4 gambar + 7 lampiran

RSJD Dr. Amino Gondohutomo Semarang telah mengalami penurunan jumlah kunjungan pasien rawat jalan yang membayar secara tunai selama 3 tahun terakhir. Penelitian ini bertujuan untuk mengetahui pengaruh mutu pelayanan keperawatan terhadap kepuasan keluarga pasien.

Jenis penelitian observasional dengan metode survey dan pendekatan crosssectional. Wawancara menggunakan kuesioner terstruktur pada 92 keluarga pasien yang memanfaatkan pelayanan kesehatan di poliklinik rawat jalan secara tunai. Data penelitian diolah secara kuantitatif dan dianalisis dengan uji *Chi square* dan regresi logistik.

Hasil penelitian menunjukkan sebagian besar responden berusia dewasa dini (60,9%), berjenis kelamin laki-laki (55,4%), berpendidikan sedang (50,0%), bekerja sebagai wiraswasta (32,6%). Persepsi *tangible* baik sebesar 84,8 %, persepsi *reliability* baik sebesar 79,3 %, persepsi *responsiveness* baik 88 %, persepsi *assurance* baik sebesar 83,7 %, dan persepsi *empathy* baik 85,9 %. Kepuasan keluarga pasien baik 77,2 %. Analisis bivariat menunjukkan ada hubungan antara persepsi *tangible* ($p=0,0001$), *reliability* ($p=0,0001$), *assurance* ($p=0,0001$), *responsiveness* ($p=0,0001$) dan *emphaty* ($p=0,0001$) dengan kepuasan keluarga pasien. Hasil analisis multivariat menunjukkan adanya pengaruh secara bersama-sama antara persepsi *tangible*, *reliability*, *responsiveness*, *assurance* dan *emphaty* terhadap kepuasan keluarga pasien rawat jalan di RSJD Amino Gondohutomo.

Kepuasan keluarga pasien rawat jalan di RSJDAG tergolong baik dan dipengaruhi oleh persepsi *tangible*, *reliability*, *responsiveness*, *assurance*, *emphaty*.

Kata kunci : rawat jalan, persepsi, mutu pelayanan, kepuasan, keperawatan

Kepustakaan : 23 (1984- 2008).

ABSTRACT

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Analysis on the Association between Nursing Service Quality Perception and Patients Family Satisfaction at the Outpatient Unit of Dr. Amino Gondohutomo Psychiatric Hospital, Semarang

72 pages + 25 tables + 4 figures + 7 enclosures

RSJD dr. Amino Gondohutomo Semarang had experienced the decrease on the number of outpatient visit who paid in cash in the last 3 years. Objective of this study was to identify the effect of nursing service quality toward patient's family satisfaction.

This was an observational study using survey method and cross sectional approach. Interview was conducted on 92 patient's families who used health service in the outpatient polyclinic and paid the cost in cash. The interview was guided by structured questionnaire. Study data were managed as quantitative data; chi-square test and logistic regression were applied.

Results of the study showed that majority of respondents were in the early adult age group (60.9%), males (55.4%), with moderate level of education (50.0%), and work as private workers (32.6%). Majority of respondents had good perception on tangible (84.8%), good perception on reliability (79.3%), good perception on responsiveness (88.0%), good perception on assurance (83.7%), and good perception on empathy (85.9%). Satisfaction of patient's family was good (77.2%). Result of bivariate analysis indicated associations between satisfaction of patient's family and perception on tangible ($p= 0.0001$), reliability ($p= 0.0001$), assurance ($p= 0.0001$), responsiveness ($p= 0.0001$), and empathy ($p= 0.0001$). Results of multivariate analysis showed joint effect among tangible, reliability, responsiveness, assurance, and empathy toward satisfaction of outpatient's family in RSJD Amino Gondohutomo.

Satisfaction of outpatient's family in RSJD dr Amino Gondohutomo was considered good. It was influenced by perception on tangible, reliability, responsiveness, assurance, and empathy.

Key words : outpatients, perception, service quality, satisfaction, nursing

Bibliography : 23 (1984-2008)