

ABSTRAK

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Analisis Pengaruh Dimensi Mutu Pelayanan Keperawatan terhadap Kepuasan Pasien di Instalasi Rawat Inap RS PKU Muhammadiyah Mayong Jepara.

xvii +97 halaman + 21 tabel + 8 gambar + 9 lampiran

Di RS PKU Muhammadiyah Mayong Jepara, angka ketidakpuasan pasien mengalami peningkatan dari tahun 2013 (20,5%), tahun 2014 (22,6 %) tahun 2015 (25%). Sedangkan ada hubungan antara dimensi mutu pelayanan dengan kepuasan pasien. Sehingga penelitian ini bertujuan untuk mengetahui pengaruh dimensi mutu pelayanan keperawatan terhadap kepuasan pasien di Instalasi Rawat Inap Rumah Sakit PKU Muhammadiyah Mayong Jepara..

Jenis penelitian observasional kuantitatif dengan pendekatan cross sectional. Jumlah sampel 75 pasien, dengan instrumen kuesioner terstruktur. Pengolahan data deskriptif analitik menggunakan SPSS. Variabel yang diukur adalah 5 dimensi mutu pelayanan dan kepuasan pasien. Data diolah melalui prosedur univariat, bivariat dengan *pearsonproduct moment* dan multivariat.

Hasil yang diperoleh dari tanggapan responden tentang dimensi mutu pelayanan semuanya diatas nilai tengah (5) dari skala interval 1-10, nilai mean tertinggi dari *reliability* 6,01, *assurance* 5,89, *tangibles* 5,88, *emphaty* 5,89, *responsiveness* 5,79, *kepuasan pasien* 5,87. Semua dimensi mutu pelayanan berhubungan positif kuat dengan kepuasan pasien (p value < 0,05). Hubungan yang paling kuat adalah *reliability* (kehandalan). Analisis multivariat tidak dilakukan karena tidak memenuhi uji asumsi klasik.

Kesimpulan penelitian ini bahwa dimensi mutu pelayanan keperawatan berhubungan dengan kepuasan pasien. Disarankan kepada manajemen untuk mengadakan pelatihan, uji kompetensi perawat, pembuatan SPO, mengadakan supervisi rutin dan melengkapi sarana untuk mempercepat pelayanan perawat kepada pasien

Kata Kunci : Dimensi Mutu Pelayanan, Keperawatan, Kepuasan Pasien
Kepustakaan : 45 (1997-2016)

ABSTRACT

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Influence Analysis of Quality Dimension of Nursing Services towards Patients' Satisfaction at Inpatient Installation of PKU Muhammadiyah Hospital at Mayong in Jepara

97 pages + 21 tables + 8 figures + 9 appendices

At PKU Muhammadiyah Hospital at Mayong in Jepara, patients' dissatisfaction rate gradually increased from 20.5% in 2013 and 22.6% in 2014 to 25% in 2015. Quality dimension of services related to patients' satisfaction. This study aimed at identifying the influence of quality dimension of nursing services towards patients' satisfaction at Inpatient Installation of PKU Muhammadiyah Hospital at Mayong in Jepara.

This was an observational-quantitative study using a cross sectional approach. Number of samples were 75 patients. Data were collected using a structured questionnaire and analysed descriptively and analytically using SPSS. Measured variables were five quality dimensions of services and patients' satisfaction. In addition, statistical analyses were performed using methods of univariate, bivariate (Pearson Product Moment test) and multivariate.

The results of this research showed that scores provided by the respondents for quality dimension of services were above median (5) with interval scale from 1 to 10. The highest mean scores for dimensions of reliability was 6.01, assurance was 5.89, tangibles was 5.88, empathy was 5.89, responsiveness was 5.79, and patients' satisfaction was 5.87. All quality dimensions of services significantly related to patients' satisfaction (p value < 0.05). The strongest variable was reliability. Multivariate analysis was not performed because classical assumptions could not be fulfilled.

To sum up, quality dimension of nursing services related to patients' satisfaction. The hospital management needs to conduct training, to test nurse's competency, to arrange SOP, to regularly supervise, and to complete means in order to expedite nursing services for patients.

Keywords : Quality Dimension of Services, Nursing, Patients' Satisfaction
Bibliography: 45 (1997-2016).