



PROGRAM STUDI ILMU KEPERAWATAN
FAKULTAS KEDOKTERAN
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ABSTRAK

ARISNAWATI

“ Tingkat Kepuasan Pasien Terhadap Pelayanan Keperawatan di Bangsal Rawat Inap RSUD Kab. Brebes “

xii + 63 halaman + 12 tabel + 2 gambar + 14 lampiran.

Pelayanan Keperawatan yang bermutu merupakan pelayanan yang manusiawi yang diberikan kepada klien, memenuhi standar profesi keperawatan, sesuai dengan standar biaya dan kualitas yang diharapkan rumah sakit serta mampu memenuhi kepuasan dan harapan klien.

Tujuan penelitian ini untuk mengetahui tingkat kepuasan pasien terhadap pelayanan keperawatan di Bangsal Rawat Inap Rumah Sakit Umum Daerah Brebes.

Penelitian ini menggunakan penelitian deskriptif dengan pendekatan *cross sectional*. Populasi dalam penelitian ini adalah 100 pasien di bangsal rawat inap RSUD Kab. Brebes yang memenuhi kriteria inklusi dan eksklusi sampel. Teknik yang digunakan adalah *proportionate stratified random sampling*.

Hasil penelitian ini menunjukkan bahwa dilihat dari dimensi *tangibility* sebagian besar responden mengatakan puas (62,5%), dimensi *reliability* responden mengatakan puas (55 %), dimensi *responsiveness* responden mengatakan sangat puas (78,8%), dimensi *assurance* responden mengatakan sangat puas (91,3%), dimensi *emphaty* responden mengatakan sangat puas (90%).

Sebagian besar responden mengatakan puas terhadap pelayanan keperawatan yang diterimanya selama dirawat. Kelemahan atas kemampuan perawat dalam menangani keluhan atau respon penyakit, penjelasan perawat terhadap keluhan yang dirasakan, perawat kurang profesional dalam menangani masalah perawatan, dan kurangnya komunikasi perawat dengan pasien menimbulkan ketidakpuasan terhadap pelayanan perawatan. Perawat perlu memelihara mutu pelayanan keperawatan yang tinggi disertai kejujuran, profesional dalam menerapkan pengetahuan serta keterampilan keperawatan sesuai dengan kebutuhan klien.

Kata Kunci : Tingkat kepuasan, pelayanan keperawatan, mutu

Daftar Pustaka : 35 (1992 – 2007)



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ABSTRACT

“ The Level Of Patients Satisfaction to Nursing Services at lodges in Brebes District Hospital “

xii + 63 pages+ 12 tables + 2 pictures + 14 enclosure.

Qualified nursing service is humanity service that given to patients, fulfill standard of nursing profession, appropriate to the expecting hospital cost and quality standard, and fulfill patient's satisfaction and expectation.

The purpose of this research was to know the level of patient's satisfaction to nursing service at lodges in Brebes Discript Hospital.

This research used descriptive research with cross sectional approach. Population in this research were 100 patients at lodges in Brebes discript hospital which fulfilling inclusion and exclusion criteria. Proportionate stratified random sampling technique was used in this research.

The result of this research indicated that patients who said satisfied to tangibility dimension were 50 persons (62,5%), reliability dimension were 44 persons (55 %), responsiveness dimension were 63 persons (78,8%), empathy dimension were 72 (90%), and very satisfied to assurance dimension were 73 person (91,3%).

Conclusion of this research is most patients told satisfied to nursing service that they received during hospitalized. The weakness of nurse ability were less professionals in handling of patients complains or disease responses, nurse ability to explain the patient complains, lack of communication with patients caused unsatisfaction to nursing service. Nurses have to keep quality of nursing service accompanied by honesty, professionalism in applying their knowledge and nursing skill appropriate to the patient needs.

Key Words: level of satisfaction, nursing service, qualified

Literatures: 35 (1992 – 2007)