

# Pengaruh pelatihan perilaku caring perawat terhadap kepuasan pasien dan keluarga di Ruang Rawat Inap RSUD Curup Bengkulu = The influence of nurse caring behavior training to the patients and their family satisfaction in Curup District General Hospital, Bengkulu

Yanti Sutriyanti, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=125550&lokasi=lokal>

---

## Abstrak

Pelayanan prima dalam keperawatan diterapkan dengan menggunakan perilaku caring sebagai inti dari praktek keperawatan. Upaya ini penting mengingat indikator pelayanan mutu di RSUD Curup masih dibawah standar Depkes yang ditetapkan. Penelitian ini bertujuan mengetahui pengaruh pelatihan perilaku caring perawat terhadap kepuasan pasien dan keluarga di RSUD Curup Bengkulu. Penelitian ini menggunakan desain post test eksperiment, memberikan intervensi pelatihan perilaku caring terhadap perawat. Responden penelitian yaitu pasien serta keluarga yang menunggu pasien di ruang rawat inap RSUD Curup Bengkulu sejumlah 204 orang yang terbagi dalam 3 kelompok yaitu kelompok A adalah responden yang diberi pelayanan perilaku caring oleh perawat yang sudah dilatih dan tanpa dibimbing, kelompok B adalah responden yang diberi pelayanan perilaku caring oleh perawat yang sudah dilatih dan dibimbing 3 kali, dan kelompok C adalah responden yang diberi pelayanan perilaku caring oleh perawat yang sudah dilatih dan dibimbing 6 kali. Instrumen yang digunakan yaitu instrumen kepuasan pasien dan keluarga yang dikembangkan oleh peneliti berdasarkan pada Parasuraman et, al., (1990) dan Anjaswarni, (2002). Data dianalisis dengan menggunakan uji one way anova serta analisis regresi linier.

Penelitian menunjukkan bahwa terdapat perbedaan yang bermakna kepuasan pasien ( $p$  value=0.000) maupun keluarga ( $p$  value=0.000) antara kelompok A, B, dan C, dimana kelompok bimbingan 6 kali lebih mendekati kepuasan dibanding kelompok 3 kali dan tanpa bimbingan. Hasil analisis regresi mengidentifikasi bahwa faktor yang dapat digunakan untuk memprediksikan kepuasan pasien adalah perilaku caring dengan dikontrol oleh tingkat pendidikan pasien di RSUD Curup, Sedangkan kepuasan keluarga adalah perilaku caring dengan dikontrol oleh jenis penyakit. Perlu diberikan bimbingan 6 kali untuk meningkatkan perilaku caring perawat setelah diberikan pelatihan serta perlu adanya upaya memelihara budaya perilaku caring dengan supervise untuk menjaga kelangsungan penerapan perilaku caring di rumah sakit di RSUD Curup.

.....Service excellence was an effort of health care service to improve patients and their families` satisfaction. The service was implemented by caring behavior. It was as a central part of the nursing practice. The behavior and the supervising caring were essential for nurse`s performance as a care giver in increasing patient and his/her family satisfaction in the hospital. The aim of this study was to recognize the influence of caring behavior training to the patient and his/her family satisfaction in Curup District General Hospital, Bengkulu. The research design was a post test experiment. The respondents were 204 persons. They were families` patients who were waiting in the in patient department. They were divided into three groups. Group A was the families` patient who received nursing care from nurses that had been trained and no guidance. Group B was the families` patient who received nursing care from nurses that had been trained and three times guidance. Group C was the families` patient who received nursing care from nurses that had been trained and six times guidance. The research instrument was a researcher development of patient and family satisfaction from Pasuraman et al (1990) and Anjaswarni (2002). The data analyzed by one way

ANOVAs and linear regression.

The result showed that there were significant differences of patient and family satisfaction among three groups ( $p$  value=0.000, =0.005). It was also demonstrated that variables of patients' age ( $p$  value=0.008, =0.005), families' sex and disease characteristics had a significant relationship with families' satisfaction ( $p$  value=0.012, =0.005). Having controlled by patients' education, caring behavior was able to predict patients' satisfaction. Concurrently, families' satisfaction could be estimated by caring behavior, having controlled by disease characteristics. It was recommended that caring behavior should be maintained in order to enhance nursing service excellence in Curup Hospital.