

Analisis Hubungan Penerapan Penugasan Keperawatan Dengan Kepuasan Pasien Di Ruang Rawat Inap RSUD Sultan Imanuddin Pangkalan Bun Kalimantan Tengah = Analysis of the Application of the Nursing assignment with Patient Satisfaction in the Sultan Imanuddin's Hospital Central Kalimantan

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Abstrak

Kualitas pelayanan RS salah satunya dipengaruhi oleh kualitas pelayanan keperawatan yang diberikan pada pasien. Adanya penurunan kinerja perawat di ruang rawat inap RSUD Sultan Imanuddin dan penilaian kualitas pelayanan per unit pelayanan yang di nilai masyarakat kurang baik (<76,61%), dapat menyebabkan pasien kurang puas terhadap pelayanan keperawatan di ruang rawat inap. Penelitian ini bertujuan menganalisis hubungan penerapan penugasan keperawatan dengan kepuasan pasien rawat inap. Desain penelitian : deskriptif kuantitatif dengan uji univariat dan bivariat dengan pendekatan cross sectional. Pengambilan data di RSUD Sultan Imanuddin pada November sampai Desember 2020 menggunakan kuisioner, dengan populasi seluruh pasien di Ruang Rawat Inap. Jumlah sampel 77 responden, diambil secara acak di setiap ruang rawat inap. Hasil penelitian menunjukkan penugasan keperawatan tentang tanggungjawab dan pembagian tugas perawat, timbang terima, komunikasi terapeutik memiliki hubungan dengan kepuasan pasien di ruang rawat inap dengan tingkat signifikansi 0,01. Kesimpulan: pelaksanaan penugasan keperawatan tentang tanggungjawab dan pembagian tugas, timbang terima, komunikasi terapeutik yang baik mampu memberikan kepuasan pasien terhadap pelayanan keperawatan yang diberikan. Saran : pelatihan service excellence, perekrutan perawat baru dengan lulusan ners, monitor dan evaluasi secara berkala tentang penerapan penugasan keperawatan.

.....The quality of hospital service is affected by the quality of nursing care given of patients. The poor performance of nurses in the hospital RSUD Sultan Imanuddin and the quality assessment of services per unit in the society's grades (<76,61%) may cause patient to be less content with nursing services in the hospital. The study aims to analyze the application relationships of the nursing assignment with the satisfaction of the patient. Quantitative descriptive research design with univariates and bivariates with a sectional cross approach. Data retrieval at Sultan Imanuddin in November to December 2020 using the questionnaires, with the population of all the patients in the hospital. The number of samples is 77 respondents, picked up at random in every inpatient ward. Research show nurse care assignment about responsibilities and division of nursing duties, consideration, therapeutic communication has a relationship with patient satisfaction in the hospital at Sultan Imanuddin Pangkalan Bun with a degree of evidence of 0,01. Conclusion : the performance of the nursing commission on responsibility and division of nursing duties, consideration, good therapeutic communication can provide patients with satisfaction for nursing services. Suggestion : excellence service training, nursing recruits with graduate students, monitors and periodic evaluations about the application of nursing assignments.