

Hubungan Persepsi Mutu Pelayanan Keperawatan Perioperatif Terhadap Kepuasan Pasien yang Menjalani Operasi di Rumah Sakit = Correlation between Quality of Perioperative Nursing Care and Satisfaction in Patient Undergoing Surgery in Hospital

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Abstrak

Kepuasan pasien merupakan komponen utama penilaian mutu pelayanan rumah sakit. Kepuasan pasien terhadap layanan keperawatan peripoperatif perlu diidentifikasi agar perawat lebih termotivasi dalam memberikan pelayanan yang prima. Tujuan: Penelitian ini bertujuan untuk mengetahui hubungan antara persepsi mutu pelayanan keperawatan peripoperatif dengan kepuasan pasien. Metode: Studi cross-sectional dengan teknik pengambilan sampling simple proporsi, serta menggunakan kuesioner *Service Quality* (*ServQual*) dan *LPPS_Q* (*Leiden Perioperative care Patient Satisfaction questionare*) ini melibatkan 140 responden yang menjalani operasi di salah satu rumah sakit di Depok. Hasil: Terdapat hubungan antara mutu pelayanan keperawatan peripoperatif dengan tingkat kepuasan pasien dalam menjalani operasi ($p = 0,000$; $\hat{I} \pm = 0,05$). Kesimpulan: Persepsi mutu pelayanan keperawatan peripoperatif erat dengan kepuasan pasien dan faktor jenis operasi adalah faktor yang paling mempengaruhi tingkat kepuasan pasien. Saran: Perawat dan pemangku kepentingan dari bidang Pendidikan dan Pelayanan diharapkan mau meningkatkan kompetensi perawat di bidang layanan peripoperatif agar bisa memberikan pelayanan yang lebih prima.

.....Patient satisfaction is an important indicator of quality of services in healthcare facilities. Patient satisfaction of perioperative nursing care should be assessed in order to motivate nurses in providing better services. Objective: This study aimed to identify correlation between perception on quality of perioperative nursing care and patient satisfaction. Method: this cross-sectional with simple proportion sampling, and using questionare Service Quality (ServQual) and LPPS_Q (Leiden Perioperative care Patient Satisfaction questionare) study involved 121 participants who underwent surgery in certain hospital in Depok. Result: there was a significant correlation between quality of perioperative nursing care and patient satisfaction who underwent surgery. Conclusion: Perception on quality of nursing care is closely associated with patient satisfaction, and type of surgery is the most significant factor affecting patient satisfaction. Conclusion: Nurses and stakeholders in Education and Services should be more concerned about improving nurse competencies in perioperative care in order to provide better services.