

INTISARI

Latar belakang: Instalasi Gawat Darurat (IGD) merupakan jenis pelayanan di Rumah Sakit (RS) yang berperan sebagai garda terdepan dalam memberikan pelayanan salah satunya *caring* pasien. Perilaku *caring* di IGD terkadang belum sesuai harapan masyarakat dan ditemukan perilaku *caring* yang kurang baik di IGD. Tingkat kepuasan pelanggan IGD yang belum sesuai standar, dapat berdampak pada mutu pelayanan RSUP. Dr. Sardjito.

Tujuan penelitian: Menganalisis hubungan antara *caring* perawat dengan tingkat kepuasan pasien di IGD RSUP Dr. Sardjito Yogyakarta.

Metode: Jenis penelitian ini korelatif menggunakan rancangan *cross sectional* dengan pendekatan kuantitatif yang dilaksanakan pada bulan Oktober 2022 kepada 105 pasien di IGD RSUP Dr. Sardjito Yogyakarta diambil dengan teknik *convenience* sampling. Pengambilan data menggunakan kuesioner *Gadar Caring Scale 46* dan *Press Ganey Patient Satisfaction Questionnaire*. Analisis data yang digunakan adalah analisis univariate dan analisis bivariate. Analisis bivariate *spearman's rank* digunakan untuk mengetahui hubungan antara *caring* perawat dan kepuasan pasien di IGD.

Hasil: Hasil penelitian menunjukkan bahwa sebagian besar responden dalam penelitian ini berada pada tingkat kepuasan baik (96,2%). Hasil uji korelasi *spearman's rank* menunjukkan adanya hubungan atau korelasi kuat antara perilaku *caring* perawat dengan tingkat kepuasan pasien di IGD RSUP Dr. Sardjito ($p=0,000$; $r=0,511$).

Kesimpulan: 1) Gambaran perilaku *caring* perawat di IGD RSUP Dr. Sardjito hasil baik; 2) Tingkat kepuasan pasien di IGD RSUP Dr. Sardjito hasil baik; 3) Terdapat hubungan antara perilaku *caring* perawat dengan tingkat kepuasan pasien di IGD RSUP Dr. Sardjito dengan tingkat keeratan hubungan korelasi kuat.

Kata Kunci: Instalasi Gawat Darurat, *Caring* Perawat, Kepuasan Pasien

ABSTRACT

Background: Emergency Departement (ED) is type of service in a hospital which acts as the front guard in providing service, one of which is caring for patients. Caring behavior in the ED sometimes does not meet society's expectations and poor caring behavior is found in the ED. The level of ED customer satisfaction that is not up to standard can have an impact on the quality of RSUP Dr. Sardjito.

Objective: To analyze the relationship between nurse caring and patient satisfaction levels in the ED of RSUP Dr. Sardjito Yogyakarta.

Method: This type of research was correlative using cross sectional design with a quantitative approach which was carried out in October 2022 on 105 patients in the ED of RSUP Dr. Sardjito Yogyakarta taken by convenience sampling technique. Data collection used the Gadar caring Scale 46 questionnaire and the Press Ganey Patient Satisfaction Questionnaire. Data analysis used in this study is univariate analysis and bivariate analysis. Spearman's rank analysis was used to determine whether ther was a relationship between nurse caring and patient satisfactionin the emergency department.

Results: The result showed that most of the respondents in this study were at a good level of satisfaction (96,2%). The results of the Spearman's rank correlation test showed that there was a strong correlation between the caring behavior of nurses and level of patient satisfaction in the ED of RSUP Dr. Sardjito ($p=0.000$; $r=0,511$).

Conclusion: 1) Description of the caring behavior of nurses in the ED of RSUP Dr. Sardjito good results; 2) The level of patient satisfaction in the ED of RSUP Dr. Sardjito good results; 3) There is a relationship between the caring behavior of nurses and the level of patient satisfaction in the ED of RSUP Dr. Sardjito with a strong correlation level.

Keywords: emergency department, nurse caring, patient satisfaction