

INTISARI

Latar Belakang: Penurunan kualitas pelayanan rumah sakit dapat ditunjukkan oleh keluhan masyarakat terhadap pelayanan keperawatan. Sehubungan dengan adanya keluhan masyarakat terhadap pelayanan keperawatan dan adanya keluhan kekurangan tenaga keperawatan maka penelitian ini perlu dilakukan. Penelitian ini dilakukan untuk memperoleh informasi tentang beban kerja perawat dan kepuasan pasien. Informasi yang diperoleh dari penelitian ini diharapkan dapat bermanfaat sebagai dasar kebijakan dalam perencanaan SDM dan peningkatan mutu pelayanan keperawatan.

Metoda: Penelitian ini berupa studi kasus dengan rancangan *cross-sectional*. Unit analisisnya adalah kelompok perawat ruang rawat inap. Subyeknya 87 orang tenaga keperawatan dan 104 orang pasien pada 11 ruang rawat inap yang diperoleh berdasarkan kriteria. Penelitian ini menggunakan data kuantitatif dan kualitatif yang berbentuk primer dan sekunder. Alat penelitian menggunakan kuesioner kepuasan pasien dengan skala likert, formulir *dailylog* untuk beban kerja, kuesioner karakteristik tenaga perawat dan dokumen. Analisis data secara deskriptif.

Hasil: Proporsi tenaga profesional 42%, rerata BOR 50,28% dan pengaturan staf belum standar. 78% pasien katagori *selfcare*. Rerata jam perawatan langsung 2,43 jam/pasien/hari, perawatan tidak langsung 1,87 jam dan beban kerja perawat untuk pelayanan penunjang 2 jam/hari. Total beban kerja baru mencapai 53,75% waktu kerja. Tingkat kepuasan pasien baru mencapai 70%.

Kesimpulan: Beban kerja dikatagorikan rendah. Jumlah tenaga, BOR, tingkat ketergantungan pasien, pengaturan staf dan adanya beban tugas terhadap pelayanan penunjang merupakan faktor yang berhubungan dengan beban kerja rendah. Tingkat kepuasan pasien dikatagorikan relatif kurang baik. Ketidakpuasan pasien terutama berhubungan dengan perhatian, keandalan, dan kepercayaan.

Kata Kunci: Ruang Rawat Inap, Beban Kerja dan Kepuasan Pasien

**ANALISIS BEBAN KERJA TENAGA KEPERAWATAN DAN KEPUASAN PASIEN
DI RUANG RAWAT INAP RSUD ULIN BANJARMASIN**

**WORKLOAD ANALYSIS OF NURSING EMPLOYEE AND PATIENT
SATISFACTION AT INPATIENT INSTALLATION, ULIN DISTRICT
HOSPITAL, BANJARMASIN**

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ABSTRACT

Background: The decreasing of hospital service quality can be presented by the existence of public complain against nursing service. According to an existence of public complain to nursing service and that complain to limited number of nursing employee, thus this research was performed to get information about nurse's workload and patient satisfaction. It wish, the information which have take from this research can be useful as basis of human resource planning policy and to increase nursing service quality.

Methods: This research was consist a case study by *cross-sectional* design. The unit of analysis is nurse group at inpatient room. The subject of research were 87 nursing employee and 104 patients at eleven inpatient room which be took based on any criteria. This research used quantitative and qualitative data which it forms primer and secondary data. Research tool used patient satisfaction questioner with *likert* scale, *dailylog* form, and for nurse's workload is nurse's employee characteristic questioner and document. Data analysis was performed descriptively.

Result: There were 42% professional staff proportion, BOR average was 50.28% and staff management still at not standard yet. There was 78% patient included at *selfcare* category. The average of direct nursing hours is 2.43 hours/patient/day, indirect nursing 1.87 hour and nurse's workload for support service is 2 hours/day. The total of new workload was reach to 53.75% work time. The degree of patient satisfaction was relatively not so good.

Conclusion: The workload was categorize in low level. The number of employee, BOR, degree of patient's dependency, staff management and the existence of workload for support service is factor which connected to low-level workload. The level of patient satisfaction categorize to relatively not so good, patient's unsatisfaction mainly connected with empathy, reliability and assurance.

Keyword: Inpatient room, Workload and Patient Satisfaction.

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