

## HUBUNGAN PERSEPSI PASIEN TENTANG PERILAKU *CARING* PERAWAT DENGAN KEPUASAN PASIEN TERHADAP LAYANAN KEPERAWATAN DI RUANG CENDANA 1 RSUP DR SARDJITO YOGYAKARTA

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### ABSTRAK

**Latar Belakang :** Berdasarkan survei kepuasan pelanggan, presentase kepuasan pasien di Cendana 1 adalah 83,7%. Standart minimal untuk kepuasan yaitu diatas 90%. Perawat merupakan profesi yang sering berinteraksi dengan pasien selama 24 jam, memiliki peranan cukup besar dalam upaya meningkatkan mutu pelayanan di rumah sakit.

**Tujuan Penelitian :** Untuk mengetahui gambaran persepsi pasien tentang perilaku *caring* perawat, untuk mengetahui gambaran kepuasan pasien terhadap layanan keperawatan dan untuk mengetahui hubungan persepsi pasien tentang perilaku *caring* perawat dengan kepuasan pasien terhadap layanan keperawatan di Ruang Cendana 1 RSUP Dr Sardjito

**Metode :** Penelitian ini menggunakan pendekatan Kuantitatif, desain deskriptif komparatif, metode *cross sectional study*. Menggunakan *Consecutive sampling*, jumlah sampel 100 pasien. Memakai instrumen data demografi, *Caring Assesment Tool* (CAT) dan *Servqual Instrument Parasuraman*.

**Hasil :** Persepsi pasien tentang perilaku *caring* perawat baik sebanyak 94 orang (94%). Kepuasan pasien terhadap layanan keperawatan merasa puas sebanyak 87 orang (87%). Terdapat hubungan signifikan secara statistik antara persepsi pasien tentang perilaku *caring* perawat dengan kepuasan pasien terhadap layanan keperawatan di Ruang Cendana 1 RSUP Dr. Sardjito, dengan hasil nilai  $p=0,001$  ( $p<0,05$ ).

**Kesimpulan :** Gambaran persepsi pasien tentang perilaku *caring* perawat mayoritas baik, kepuasan pasien terhadap layanan keperawatan mayoritas puas, ada hubungan signifikan secara statistik antara persepsi pasien tentang perilaku *caring* perawat dengan tingkat kepuasan terhadap layanan keperawatan di Cendana 1 RSUP Dr Sardjito Yogyakarta.

**Kata Kunci :** Perilaku *caring* perawat, kepuasan Pasien

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**THE RELATIONSHIP BETWEEN PATIENT PERCEPTIONS ABOUT NURSES  
CARING BEHAVIOR AND PATIENT SATISFACTION WITH NURSING SERVICES  
IN CENDANA ROOM 1 DR SARDJITO HOSPITAL**

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**ABSTRACT**

**Background:** Based on a customer satisfaction survey, the percentage value of patient satisfaction at Cendana 1 is 83.7%. This percentage is still below the minimum service standard for patient satisfaction in hospitals, (above 90%). Nurses are the profession that interacts most often with patients 24 hours a day, so they have quite a big role in efforts to improve the quality of service in hospitals.

**Research Objectives:** To determine the relationship between patient perceptions regarding nurses' caring behavior and patient satisfaction toward nursing services, to determine the description of patient perceptions regarding nurses' caring behavior and to determine the description of patient satisfaction toward nursing services in Cendana 1 Room at Dr Sardjito Hospital Yogyakarta.

**Method:** This is research with a quantitative approach, using a comparative descriptive design with a cross sectional study method. Consecutive sampling method was used in this study. As many as 100 respondents participated in this study. Data was taken using the Demographic, Caring Assessment Tool (CAT) and Servqual Instrument Parasuraman.

**Results:** There is a good level of nursing caring behavior (94%) and the patient's satisfaction level of nursing services was in the satisfy level (87%). There is a statistically significant relationship between patient perceptions of nurses' caring behavior and patient satisfaction toward nursing services in Cendana Room 1 RSUP Dr. Sardjito, with a value of  $p=0.001$  ( $p<0.05$ ).

**Conclusion:** The majority of patients' perceptions of nurses' caring behavior is good. The majority of patients' satisfy with nursing services. There is a statistically significant relationship between patient perceptions of nurses' caring behavior and the level of satisfaction toward nursing services in Cendana room 1 Dr Sardjito Hospital Yogyakarta.

**Keywords:** Nurse Caring behavior, Patient Satisfaction

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