

## GAMBARAN PERSEPSI PE RAWAT DAN PASIEN TERHADAP PERILAKU CARING DI INSTALASI RAWAT INAP VIP RSUP DR. SARDJITO YOGYAKARTA

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### INTISARI

**Latar Belakang:** *Caring* merupakan inti keperawatan. Kualitas layanan keperawatan berpengaruh terhadap mutu pelayanan kesehatan, loyalitas pasien dan kepuasan pelanggan. Instalasi Rawat Inap VIP RSUP Dr Sardjito mengalami penurunan kepuasan pelanggan pada tahun 2022 dibandingkan tahun 2021. Keluhan yang muncul menggambarkan bahwa perilaku *caring* perawat masih kurang. Oleh karena itu penulis tertarik untuk meneliti gambaran persepsi perawat dan pasien terhadap perilaku *caring* di Instalasi Rawat Inap VIP RSUP Dr. Sardjito.

**Tujuan Penelitian:** Mengetahui gambaran persepsi perawat dan pasien terhadap perilaku *caring* di Instalasi Rawat Inap VIP RSUP DR Sardjito Yogyakarta.

**Metode:** Penelitian ini diskriptif kuantitatif dengan desain *cross sectional* di Instalasi Rawat Inap VIP dengan BOR >60%. Responden pasien 82 orang dan responden perawat 52 orang menggunakan instrument *Caring Behaviour Inventory* (CBI) yang dikembangkan Wolf *et al* (1994) dengan validitas 0,164-0,741 dan reliabilitas 0,947. Data dianalisis secara univariat.

**Hasil:** Persepsi pasien terhadap perilaku *caring* baik dengan hasil 56,1% (median=148) dan persepsi perawat baik dengan hasil 55,77% (mean=140,38). Persepsi perawat dan pasien berdasarkan indikator *caring* komponen yang sudah baik ada pada indikator *professional knowledge and skill*, sedangkan yang masih kurang pada indikator *positive connectedness* dan *attentive to other experienxe*.

**Kesimpulan:** Hasil penelitian ini dapat menjadi masukan untuk melakukan survey *caring* secara periodik dengan melibatkan unit yang lebih luas dan dapat dijadikan pertimbangan untuk melakukan peningkatan *caring* perawat terutama pada indikator *positive connectedness* dan *attentive to other experience* melalui pelatihan *caring* dan *service excellent*.

**Kata Kunci:** Persepsi, Perilaku *Caring*, Perawat, Pasien

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## OVERVIEW OF NURSES' AND PATIENTS' PERCEPTIONS OF CARING BEHAVIOR IN VIP INPATITION INSTALLATIONS

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### ABSTRACT

**Background:** Caring is the core of nursing. The quality of nursing services influences the quality of health services, patient loyalty and customer satisfaction. The VIP Inpatient Installation at Dr Sardjito Hospital experienced a decrease in customer satisfaction in 2022 compared to 2021. The complaints that emerged illustrate that the caring behavior of nurses is still lacking. Therefore, the author is interested in examining the description of nurses' and patients' perceptions of caring behavior in the VIP Inpatient Installation at Dr. Sardjito Hospital.

**Research Objective:** To find out the description of nurses' and patients' perceptions of caring behavior in the VIP Inpatient Installation at DR Sardjito Hospital, Yogyakarta.

**Method:** This research is quantitative descriptive with a cross sectional design in the VIP Inpatient Installation with BOR > 60%. 82 patient respondents and 52 nurse respondents used the Caring Behavior Inventory (CBI) instrument developed by Wolf et al (1994) with a validity of 0.164-0.741 and a reliability of 0.947 as well as univariate analysis.

**Results:** The patient's perception of caring behavior is good with a result of 56.1% (median=148) and the nurse's perception is good with a result of 55.77% (mean=140.38). The perception of nurses and patients based on the caring component indicators that are already good are the professional knowledge and skill indicators, while those that are still lacking are the indicators of positive connectedness and attentiveness to other experiences.

**Conclusion:** The results of this research can be input for conducting periodic caring surveys involving a wider range of units and can be used as a consideration for improving caring for nurses, especially on indicators of positive connectedness and attentiveness to other experiences through caring training and excellent service.

**Keywords:** Perception, Caring Behavior, Nurses, Patients

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