

FAMILY SATISFACTION AND FACTORS ASSOCIATED TOWARD PEDIATRIC NURSING CARE IN PEDIATRIC WARD

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ABSTRACT

Background: Contemporary, trend in pediatric nursing care involves parent perception to develop nursing quality services. Parent satisfaction is known as one of tools to evaluate quality of pediatric nursing care. One of the important outcomes of parent satisfaction avoids from self termination in treatment process. Parent satisfaction is predicted by multifactorials, such as parent characteristic, health care characteristic, and nursing services.

Objective: To describe family satisfaction and identify factors that associated with family satisfaction

Method: 92 parent (43 fathers, 49 mothers) who stayed with their child in hospital from January until October 2015 had been recruited as respondents. This study was observational study with cross-sectional approach. Researcher used Mann-whitney to analysis the data. PPSC-PNP instrument is used to assess parent satisfaction level.

Result: Overall satisfaction, respondents had high satisfaction (60%), general satisfaction is the lowest satisfaction component (59%) and caring behaviours is the highest satisfaction (82%). Young respondents, mother, child length of stay was long, and low social-economy level are characteristic respondent who expressed satisfy towards pediatric nursing care.

Conclusion: this research failed to show the relationship between parent age, parent sex, parent education, social-economy level of parent, and child length of stay and parent satisfaction toward pediatric nursing care. Parent and child background should be considered when assess parent satisfaction toward pediatric nursing care.

Keywords: parent satisfaction, family satisfaction, parents perception of satisfaction with care from pediatric nurse practitioners (PPSC-PNP), pediatric nursing

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KEPUASAN KELUARGA TERHADAP PELAYANAN KEPERAWATAN DAN FAKTOR-FAKTOR YANG MEMPENGARUHINYA DI RUANG RAWAT INAP ANAK

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INTISARI

Latarbelakang: Pada masa kini terdapat kecenderungan melibatkan persepsi orang tua dalam perawatan anak, hal ini untuk mengembangkan kualitas pelayanan keperawatan. Kepuasan orang tua diketahui sebagai salah satu alat untuk mengevaluasi kualitas pelayanan di keperawatan anak. Salah satu tujuan penting dari kepuasan adalah untuk menghindari ketidakpatuhan dalam mengikuti proses pengobatan atau perawatan. Kepuasan orang tua dipengaruhi oleh berbagai macam faktor, seperti karakteristik orang tua, karakteristik tenaga kesehatan, karakteristik anak, dan pelayanan keperawatan.

Tujuan: Untuk mendeskripsikan kepuasan keluarga dan mengidentifikasi faktor-faktor yang berhubungan dengan kepuasan keluarga

Metode: 92 orang tua (43 ayah, 49 ibu) yang mendampingi pasien anak di rumah sakit dari Januari sampai Oktober 2015 merupakan responden dari penelitian peneliti. Peneliti menggunakan instrumen PPSC-PNP dalam mengkaji kepuasan orang tua.

Hasil: *Overall satisfaction*, 60% responden menyatakan puas, *general satisfaction* merupakan komponen dengan kepuasan terendah (59%), dan perilaku *caring* merupakan komponen dengan kepuasan tertinggi (82%). Responden muda, ibu, lama perawatan anak kategori lama, dan sosial-ekonomi rendah merupakan karakteristik responden yang menyatakan puas dengan pelayanan keperawatan anak.

Kesimpulan: Penelitian ini belum mampu menunjukkan adanya hubungan antara usia orang tua, jenis kelamin orang tua, pendidikan orang tua, tingkat sosial-ekonomi, lama rawat inap anak, dengan kepuasan orang tua terhadap pelayanan keperawatan anak.

Kata kunci: kepuasan orang tua, kepuasan keluarga, *Parents' Perception Of Satisfaction With Care From Pediatric Nurse Practitioners* (PPSC-PNP)

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