

**PROGRAM STUDI ILMU KEPERAWATAN
FAKULTAS ILMU KEPERAWATAN
UNIVERSITAS ISLAM SULTAN AGUNG SEMARANG
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ABSTRAK

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**HUBUNGAN MUTU PELAYANAN KEPERAWATAN DENGAN
KEPUASAN PASIEN PESERTA BPJS KESEHATAN NON PBI DALAM
PROGRAM JKN DI RUANG RAWAT INAP RSUD SUNAN KALIJAGA
DEMAK**

75 hal + 10tabel + xvii

Latar belakang : Kepuasan merupakan perbandingan antara kualitas jasa pelayanan yang didapat dengan keinginan, kebutuhan, dan harapan. Pasien sebagai pengguna jasa pelayanan keperawatan menuntut pelayanan keperawatan yang sesuai dengan haknya, yakni pelayanan keperawatan yang bermutu dan berkualitas. Tujuan dari penelitian ini adalah mengetahui hubungan mutu pelayanan keperawatan dengan kepuasan pasien peserta BPJS kesehatan non PBI dalam program JKN di ruang rawat inap RSUD Sunan Kalijaga Demak.

Motode: Penelitian ini merupakan jenis penelitian kuantitatif dengan desain *deskriptif korelasional* dengan menggunakan pendekatan *cross sectional*. Pengumpulan data ini menggunakan kuesioner. Jumlah populasi dari penelitian ini sebanyak 294 responden dan sampel yang di ambil sebanyak 169 responden diambil dengan menggunakan teknik pengambilan sampel *purposive sampling*. Data yang diperoleh diolah secara statistik menggunakan uji statistik *chi-square*.

Hasil: Berdasarkan hasil analisa dari 169 responden penelitian, menunjukkan bahwa pendidikan responden SMA sebanyak 33,7%, umur responden menurut kategori dewasa-lansia sebanyak 37,3%, pekerjaan responden adalah swasta sebanyak 39,6%, mutu pelayanan sedang sebanyak 46,7%. kepuasan pasien peserta BPJS kesehatan non PBI tentang pelayanan keperawatan sedang sebanyak 32,4%. Dari hasil uji statistik menggunakan uji *chi-square* di dapatkan hasil bahwa ada hubungan mutu pelayanan keperawatan dengan kepuasan pasien peserta BPJS kesehatan non PBI dalam program JKN di ruang rawat inap RSUD Sunan Kalijaga Demak ($p < 0.000$) dengan tingkat keeratan hubungan kuat ($r = 0.748$).

Simpulan: Ada hubungan mutu pelayanan keperawatan dengan kepuasan pasien peserta BPJS kesehatan non PBI dalam program JKN di ruang rawat inap RSUD Sunan Kalijaga Demak

Kata Kunci : RSUD, Mutu Pelayanan Keperawatan, Kepuasan Pasien Peserta BPJS Kesehatan non PBI

Daftar pustaka : 35 (2005-2014)

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ABSTRACT

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**RELATIONSHIP BETWEEN SERVICES QUALITY OF NURSING AND
PATIENTS' SATISFACTION PARTICIPANTS OF HEALTH BPJS NON
PBI IN JKN PROGRAM AT HOSPITAL ROOM OF REGIONAL PUBLIC
HOSPITAL SUNAN KALIJAGA DEMAK**

75 pages + 10 tables + xvii

Background: Satisfaction is a comparison between the quality of services which are obtained with the desires, needs, and expectations. Patients as nursing service users who require nursing care in accordance with their rights, the quality of nursing services and quality. The purpose of this study was to find out the relationship of nursing care quality and satisfaction of patients' health BPJS non PBI participants in the program of JKN at hospital room of Regional Public Hospital Sunan Kalijaga Demak.

Method: This study was quantitative study design with descriptive correlational design which used cross sectional approach. The data was collected by using questionnaire. The population of the study presented here as many as 294 respondents and samples taken were 169 respondents drawn using purposive sampling technique. The data obtained were processed statistically using chi-square.

Result: Based on the analysis of 169 respondents, it showed the respondents came from Senior high school educational background were 33,7%, the range of aged respondents according to adult-elderly categorized were 37.3%, the respondents' works as private workers as many as 39.6%, the quality of services at moderate were 46.7 %. the quality of services participants BPJS non PBI health of nursing services were 32.4%. From the statistical test using chi-square test in getting the results, there was a relationship between the quality of nursing care of health patients satisfaction BPJS non PBI participants in the JKN program at hospital room of Regional Public Hospital Sunan Kalijaga Demak ($p < 0.000$) with the relationship of strong level ($r = 0.748$).

Conclusion: There was a relationship between quality of nursing care and patients' satisfaction of health BPJS non PBI participants in the JKN program at hospital room of Regional Public Hospital Sunan Kalijaga Demak.

Keywords: Regional Public Hospital (RSUD), Quality of Nursing Care, Patient Satisfaction Participants of Health BPJS non PBI.

Bibliographies: 35 (2005-2014)