

**PROGRAM STUDI ILMU KEPERAWATAN
FAKULTAS ILMU KEPERAWATAN
UNIVERSITAS ISLAM SULTAN AGUNG SEMARANG
Skripsi, Maret 2015**

ABSTRAK

Yunita Mubarani

**HUBUNGAN *CARING* PERAWAT DAN KUALITAS PELAYANAN
TERHADAP KEPUASAN PASIEN DI RSUD UNGARAN**

80 hal + 17 tabel + xvii

Latar Belakang: Kepuasan pasien merupakan cerminan mutu pelayanan keperawatan yang diberikan. Kepuasan pasien akan meningkat jika kualitas pelayanan dan *caring* perawat diberikan secara komprehensif, berdasarkan data tanggal 10 November 2014 didapatkan 1 dari 8 perawat (12,5%) menyatakan perawat kurang ramah dan 7 pasien (70%) mengungkapkan bahwa sangat jarang perawat melakukan komunikasi secara personal dengan pasien, perawat juga tidak memberi masukan terkait penyakit pasien. Tujuan penelitian ini adalah untuk mengetahui hubungan *caring* perawat dan kualitas pelayanan terhadap kepuasan pasien rawat inap di RSUD Ungaran.

Metode: Penelitian ini merupakan jenis penelitian *kuantitatif non eksperimental* dengan metode *cross sectional*. Pengumpulan data dengan menggunakan kuesioner. Jumlah keseluruhan responden dengan menggunakan teknik *consecutive sampling* yaitu 88 responden, data yang diperoleh diolah dengan menggunakan rumus *spearman rank*.

Hasil: Hasil analisa yang diperoleh dari 88 responden, didapatkan bahwa *caring* perawat baik sebanyak 72 responden (81,8%), kualitas pelayanan tinggi sebanyak 69 responden (78,4%), Kepuasan pasien puas sebanyak 57 responden (64,8%).

Simpulan: Ada hubungan yang signifikan antara *caring* perawat dan kualitas pelayanan dengan kepuasan pasien di RSUD Ungaran untuk *caring* perawat dengan nilai *p value* 0,000 dan nilai korelasi *spearman rank* sebesar 0,726 dan untuk kualitas pelayanan *p value* 0,001 dan nilai korelasi *spearman rank* sebesar 0,358.

Kata Kunci: *Caring perawat, Kualitas pelayanan dan Kepuasan.*

Daftar Pustaka: 80 (1983 – 2014)

UNDERGRADUATE NURSING STUDY PROGRAM
FACULTY NURSING SCIENCE
Sultan Agung Islamic University Semarang
Mini Thesis, March, 2015

ABSTRACT

Yunita Mubarani

THE RELATIONSHIP OF CARING NURSES AND QUALITY OF SERVICES
TOWARD PATIENT SATISFACTION AT THE REGIONAL PUBLIC
HOSPITAL OF UNGARAN

80 Pages + 17 Tabels + xvii

Background: Patient satisfaction is a reflection of the quality of nursing care provided. Patient satisfaction will increase if the quality of services and caring nurses are given comprehensively, based on data obtained on 10 November 2014 (12.5%) patients stated that nurses were not so friendly and (70%) patients revealed that it was rarely for nurses to communicate personally with patients, the nurses also did not provide the input related to the patients's illness. The purpose of this study was to find out the relationship of caring nurses and quality of services toward patient satisfaction at the regional public hospital of Ungaran.

Methods: This study was a quantitative non-experimental study with cross sectional method. The data were collected by using questionnaires. The total number of respondents using consecutive sampling technique that were 88 respondents, the data obtained were processed by applying the Spearman rank formula.

Results: Based on the results obtained from 88 respondents, it was found a good caring nurses as many as 72 respondents (81.8%), high-quality cares were 69 respondents (78.4%), patient satisfaction which satisfied as many as 57 respondents (64.8%).

Conclusion: There was a significant relationship between caring nurses and quality of services with patient satisfaction at the regional public hospital of Ungaran for caring nurses with p value was 0.000 and correlation value of Spearman rank was 0.726 and p value for quality of services was 0.001 and correlation value of Spearman rank was of 0.358.

Keywords: Caring Nurses, The Quality of Services and Satisfaction.

References: 80 (1983 - 2014)