

Universitas Ngudi Waluyo

Program Studi Keperawatan Program Sarjana, Fakultas Kesehatan

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HUBUNGAN PERSEPSI PASIEN TERHADAP KINERJA PERAWAT DENGAN TINGKAT KEPUASAN PELAYANAN RAWAT INAP PADA PUSKESMAS DI WILAYAH PEDESAAN KABUPATEN PEKALONGAN

ABSTRAK

Latar Belakang :

Puskesmas adalah unit pelaksana teknis dinas kesehatan kabupaten atau kota yang bertanggung jawab menyelenggarakan pengembangan kesehatan di suatu wilayah kerja. Instalasi rawat inap di puskesmas merupakan upaya pengembangan yang diharapkan dapat meningkatkan akses masyarakat terhadap pelayanan kesehatan, serta keberadaan puskesmas rawat inap sangat penting dalam mendekatkan layanan kesehatan pada masyarakat. Beberapa puskesmas di Kabupaten Pekalongan Indeks Kepuasan Masyarakat terutama pada Unsur Pelayanan (Waktu Pelayanan) memang masih menjadi kendala dalam mencapai target Standar Pelayanan Minimal. Ada beberapa indikator yang memberikan pengalaman yang baik kepada pengunjung puskesmas. Selain itu, kinerja petugas terutama perawat juga mempengaruhi tingkat kepuasan pasien di puskesmas.

Metode :

Jenis penelitian ini adalah kuantitatif noneksperimental dengan pendekatan Cross Sectional. Lokasi dan waktu pengumpulan data dilakukan di Rawat Inap Puskesmas Pedesaan Wilayah Kerja Kabupaten Pekalongan selama 14 hari. Besaran sampel sebanyak 34 responden. Peneliti menggunakan teknik *accidental sampling*.

Hasil :

Berdasarkan data kepuasan pasien didapatkan; Cukup Puas 16 responden (50%), Puas 12 responden (37%), Sangat Puas 4 responden (13%). Sedangkan untuk kinerja perawat didapatkan; Cukup baik 8 responden (25%), Baik 20 responden (52,5%), Sangat Baik 4 responden (12,5%).

Simpulan :

Terdapat hubungan antara kinerja perawat dengan tingkat kepuasan pasien rawat inap pada Puskesmas di Wilayah Pedesaan Kabupaten Pekalongan yaitu semakin tinggi kinerja perawat maka tingkat kepuasan pasien semakin tinggi.

Kata Kunci :

Kepuasan Pasien, Kinerja Perawat

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THE RELATIONSHIP OF PATIENTS' PERCEPTIONS OF NURSES' PERFORMANCE WITH THE LEVEL OF SATISFACTION WITH INPATIENT SERVICES AT HEALTH CENTERS IN RURAL AREAS OF PEKALONGAN DISTRICT ABSTRACT

Background :

Public Health Center is the district or city health service's technical implementation unit, and it is in charge of implementing health development in a work area. A development initiative that is anticipated to improve community access to healthcare services is the installation of inpatient care at community health centers. The presence of inpatient health centers is crucial to the delivery of healthcare services closer to the community. A number of community health centers in Pekalongan Regency continue to face challenges in meeting the Minimum Service Standard target, particularly with regard to the Community Satisfaction Index's Service Element (Service Time). Visitors to health centers can have a positive experience based on multiple indicators. In addition, the effectiveness of the staff—particularly the medical staff—has an impact on how satisfied patients are with the health center.

Method :

This type of research is quantitative non-experimental with a Cross Sectional approach. The location and time of data collection were carried out at the Inpatient Rural Health Center of Pekalongan Regency for 14 days. The sample size was 34 respondents. Researchers used accidental sampling technique.

Result :

According to data collected on patient satisfaction, 16 respondents (or 50%) were quite satisfied, 12 respondents (or 37%) were satisfied, and 4 respondents (or 13%) were very satisfied. Regarding the performance of nurses, the findings were as follows: 8 respondents (25%), 20 respondents (52.5%), and 4 respondents (12.5%) rated their performance as fairly good.

Conclusion :

There is a relationship between nurse performance and the level of satisfaction of inpatients at the Pekalongan Regency Rural Health Center, namely the higher the nurse's performance, the higher the level of patient satisfaction.

Keywords :

Patient Satisfaction, Nurse Performance