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Hubungan Perilaku Caring Perawat dengan Kepuasan Keluarga Pasien di RSUD dr.Gondo Suwarno Ungaran.

ABSTRAK

Latar Belakang: Keluarga pasien merupakan pihak yang sering berinteraksi langsung dengan perawat selama proses perawatan di rumah sakit. Interaksi tersebut memengaruhi penilaian terhadap mutu pelayanan. Meskipun banyak penelitian membahas hubungan perilaku caring perawat dengan kepuasan pasien, kajian yang secara khusus menyoroti kepuasan keluarga pasien masih terbatas, khususnya di RSUD dr. Gondo Suwarno Ungaran. Padahal, peran keluarga sangat penting dalam mendukung proses penyembuhan pasien.
Tujuan: Mengetahui hubungan antara perilaku caring perawat dengan kepuasan keluarga pasien di RSUD dr. Gondo Suwarno Ungaran.
Metode: Penelitian ini menggunakan pendekatan kuantitatif dengan desain deskriptif korelasional melalui pendekatan cross-sectional. Pengukuran perilaku caring perawat menggunakan kuesioner berdasarkan teori Swanson yang diadopsi oleh Nursalam (2020), sedangkan kepuasan keluarga pasien diukur menggunakan kuesioner yang diadopsi dari Novi Yanti (2019). Kedua instrumen dimodifikasi dan diuji validitas serta reliabilitasnya pada 30 responden. Sampel penelitian berjumlah 56 responden yang dipilih dengan teknik purposive sampling. Analisis data menggunakan uji korelasi Spearman Rank.
Hasil: Hasil penelitian menunjukkan bahwa sebagian besar responden menilai perilaku caring perawat dalam kategori sangat baik (92,9%) dan tingkat kepuasan keluarga pasien berada pada kategori sangat puas. Uji statistik menunjukkan adanya hubungan yang signifikan antara perilaku caring perawat dengan kepuasan keluarga pasien ($p < 0,05$). Instrumen penelitian dinyatakan valid dan sangat reliabel dengan nilai Cronbach's Alpha masing-masing sebesar 0,971 dan 0,963.
Saran: Perawat diharapkan mempertahankan dan meningkatkan perilaku caring secara konsisten. Pihak rumah sakit disarankan mengadakan pelatihan caring secara berkelanjutan. Penelitian selanjutnya diharapkan mengembangkan variabel dan jumlah sampel yang lebih besar.
Kata kunci: perilaku caring perawat, kepuasan keluarga pasien, pelayanan keperawatan

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The Relationship Between Nurses' Caring Behavior and Family Satisfaction Of Patients at dr. Gondo Suwarno Regional General Hospital Ungaran.

ABSTRAK

Background: Patients' families are parties who frequently interact directly with nurses during the care process in hospitals. These interactions influence families' assessments of service quality. Although many studies have discussed the relationship between nurses' caring behavior and patient satisfaction, research specifically focusing on family satisfaction remains limited, particularly at RSUD dr. Gondo Suwarno Ungaran. In fact, the role of the family is very important in supporting the patient's recovery process.
Objective: To determine the relationship between nurses' caring behavior and patients' family satisfaction.
Methods: This study used a quantitative approach with a descriptive correlational design and a cross-sectional method. Nurses' caring behavior was measured using a questionnaire based on Swanson's theory adapted by Nursalam (2020), while family satisfaction was measured using a questionnaire adapted from Novi Yanti (2019). Both instruments were modified and tested for validity and reliability on 30 respondents. The sample consisted of 56 respondents selected using purposive sampling. Data analysis was performed using the Spearman Rank correlation test.
Results: The results showed that most respondents rated nurses' caring behavior as very good (92.9%), and family satisfaction was in the very satisfied category. Statistical analysis indicated a significant relationship between nurses' caring behavior and family satisfaction ($p < 0.05$). The research instruments were declared valid and highly reliable, with Cronbach's Alpha values of 0.971 and 0.963, respectively.
Recommendation: Nurses are expected to maintain and consistently improve caring behavior in nursing services. Hospitals are advised to conduct continuous caring-related training. Future researchers are encouraged to develop studies with additional variables and larger sample sizes.
Keywords: nurses' caring behavior, family satisfaction, nursing services.