ABSTRAK

HUBUNGAN BEBAN KERJA MELALUI PENDEKATAN WISN DENGAN KEPUASAN PASIEN DI WILAYAH DINAS KESEHATAN KABUPATEN PROBOLINGGO TAHUN 2023

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Tuntutan yang tinggi dari masyarakat akan pelayanan keperawatan secara tidak disadari dapat menimbulkan suatu beban kerja bagi perawat pada saat melaksanakan tugasnya, sehingga dapat secara langsung mempengaruhi pula tingkat kepuasan pasien. Tujuan penelitian untuk mengetahui Hubungan Beban Kerja Melalui Pendekatan WISN dengan Kepuasan Pasien di Wilayah Dinas Kesehatan Kabupaten Probolinggo Tahun 2023. Desain penelitian ini adalah analitik korelasional dengan pendekatan crossectional. Populasi penelitian adalah 61 perawat di 4 Puskesmas (Sukapura, Ranugedang, Glagah dan Suko). Sampel diambil dengan teknik *multiple sampling* yaitu total sampling untuk perawat sebanyak 61 perawat dan purposive sampling untuk populasi pasien sebanyak 61 pasien, data dikumpulkan dengan lembar kuesioner dan diuji dengan uji spearman rho. Hasil penelitian menunjukkan bahwa pada perawat dengan beban kerja berat dan pasien cukup puas terhadap pelayanan yang diterima sebanyak 13 pasien (56,5%). Sedangkan pada perawat yang dengan beban kerja ringan dan pasien puas dengan pelayanan yang diberikan sebanyak 21 responden (55.3%). Berdasarkan hasil uji spearman rho di dapatkan nilai $\rho = 0,001 < \alpha = 0,05$, maka H1 diterima berarti ada hubungan antara beban kerja perawat dengan kepuasan pasien di Puskesmas Wilayah Dinas Kesehatan Kabupaten Probolinggo Bulan Juni Tahun 2023. Berdasarkan nilai koefisien korelasi didapatkan data nilai $r = 0,401$ maka dapat dikatakan hubungan kedua variabel dalam kategori tingkat hubungan sedang dan arah hubungan dalam kategori positif searah. Hendaknya manajemen dapat lebih memperhatikan kebutuhan perawat dengan detail dan seksama sehingga beban kerja ringan yang akan mempengaruhi pelayanan dan kepuasan pasien.

Kata Kunci : WISN, Beban Kerja Perawat, Kepuasan Pasien.

ABSTRACT

THE RELATIONSHIP OF WORKLOAD USING WISN APPROACH WITH PATIENT SATISFACTION IN THE DISTRICT HEALTH OFFICE OF PROBOLINGGO IN 2023

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The high demand from society for nursing services can unconsciously create a workload for nurses when carrying out their duties, so that it can also directly affect the level of patient satisfaction. The aim of the research was to determine the relationship between workload using the WISN approach and patient satisfaction in the Probolinggo District Health Service area in 2023. The design of this research was correlational analytic with a cross-sectional approach. The research population was 61 nurses in 4 Community Health Centers in Probolinggo District Health Service (Sukapura, Ranugedang, Glagah and Suko). Samples were taken using a multiple sampling technique, namely total sampling for nurses of 61 nurses and purposive sampling for a patient population of 61 patients. Data was collected using a questionnaire sheet and tested using the Spearman rho test. The results of the research were showed that nurses with a heavy workload and patients were quite satisfied with the services received as many as 13 patients (56.5%). Meanwhile, 21 respondents (55.3%) had a light workload and patients were satisfied with the services provided. Based on the results of the Spearman rho test, the Obtained of ρ value are $0.001 < \alpha = 0.05$, so H1 is accepted, that's meaning there was a relationship between nurse workload and patient satisfaction at the Regional Health Center of the Probolinggo District Health Service in June 2023. Based on the correlation coefficient value, the value data is obtained $r = 0.401$, so it can be said that the relationship between the two variables is in the moderate relationship level category and the direction of the relationship is in the positive category in the same direction. Management should be able to pay more attention to nurses' needs in detail and carefully so that the workload is light which will affect patient service and satisfaction

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Key Words : WISN, Nurse Workload, Patient Satisfaction.