ABSTRAK

ANALISIS IMPLEMENTASI SISTEM INFORMASI KEPERAWATAN BERBASIS DIGITAL DENGAN KEPUASAN KERJA PERAWAT DAN KEPUASAN PASIEN PADA PELAYANAN KEPERAWATAN DI RSUD DR SOETOMO

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Pendahuluan: Implementasi system informasi berbasis digital dalam dokumentasi asuhan keperawatan telah banyak diterapkan di rumah sakit. Namun, perawat masih ada yang kurang puas karena merasa terbebani dengan adanya system digital dan berdampak kepuasan pasien dalam menerima asuhan keperawatan. Oleh karena itu, diperlukan analisis mengenai implementasi system informasi keperawatan berbasis digital dengan kepuasan kerja perawat dan kepuasan pasien di rumah sakit. **Metode:** Penelitian ini menggunakan desain komperasi *cross-section* dengan sampel responden 222 perawat dan 222 pasien. Sampel dipilih dengan teknik *simple random sampling*. Pengumpulan data menggunakan kuesioner meliputi variabel independent berupa implementasi sistem informasi keperawatan dan variabel dependen berupa kepuasan kerja perawat dan kepuasan pasien. Data dianalisis menggunakan uji *independent t-test* dengan nilai $p \leq 0,05$**. Hasil**: Hasil penelitian dari uji statistik *independent t-test*. Nilai *p-value* sebesar $0,000 < 0,05$, maka sesuai dasar pengambilan keputusan dalam uji dapat disimpulkan H_0 ditolak yang artinya terdapat perbedaan rata-rata antara kepuasaan kerja perawat dan kepuasan pasien dalam implementasi sistem informasi manajemen keperawatan berbasis digital pada pelayanan keperawatan di Rawat Inap RSUD Dr. Soetomo Surabaya. **Kesimpulan:** Implementasi system informasi keperawatan digital memberikan efektivitas dan efesien perawat dalam menjalankan tugasnya. Hal tersebut membuat beban kerja perawat menjadi ringan dan meningkatkan produktivitas mutu keperawatan yang diterima pasien dan berdampak pada kepuasan pasien. Manajemen keperawatan diharapkan meningkatkan pelaksanaan supervisi dokumentasi asuhan keperawatan dengan melihat kelengkapan dan kesesuaian SOP di system informasi keperawatan (SIK). Selain itu, manajemen keperawatan perlu mengembangkan model system informasi keperawatan (SIK) bekerjasama dengan tim teknologi informasi rumah sakit agar perawat efektif dan efisien dalam penerapannya dokumentasi asuhan keperawatan.

Kata Kunci : Kepuasan Kerja Perawat, Kepuasan Pasien, Rumah Sakit Sistem Informasi Keperawatan,

ABSTRACK

ANALYSIS OF THE IMPLEMENTATION OF A DIGITAL-BASED NURSING INFORMATION SYSTEM WITH NURSES' JOB SATISFACTION AND PATIENTS' SATISFACTION ON NURSING SERVICES AT RSUD DR SOETOMO SURABAYA

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Introduction: The implementation of digital-based information systems in nursing care documentation has been widely implemented in hospitals. However, nurses are still dissatisfied because they feel burdened by the digital system and this impacts patient satisfaction in receiving nursing care. Therefore, an analysis is needed regarding the relationship between the implementation of a digital-based nursing information system and nurse job satisfaction and patient satisfaction in hospitals. **Method:** This study used a cross-section comparative design with a sample of 222 nurses and 222 patients. The sample was selected using a simple random sampling technique. Data collection using a questionnaire includes the independent variable in the form of the implementation of a nursing information system and the dependent variable in the form of nurse job satisfaction and patient satisfaction. Data were analyzed using the independent t-test with a p-value $\leq$ 0.05. **Results:** Research results from the independent t-test statistical test. The p-value is $0.000 < 0.05$, so according to the basis of decision-making in the test it can be concluded that H0 is rejected, which means there is a difference in average between nurse job satisfaction and patient satisfaction in the implementation of a digital-based nursing management information system in nursing services in the Inpatient Room. Hospital stay Dr. Soetomo Surabaya. **Conclusion:** Implementation of a digital nursing information system provides nurses with effectiveness and efficiency in carrying out their duties. This makes the workload of nurses lighter increases the productivity of the quality of nursing received by patients and has an impact on patient satisfaction. Nursing management is expected to improve the implementation of supervision of nursing care documentation by looking at the completeness and suitability of SOPs in the nursing information system (SIK). In addition, nursing management needs to develop a nursing information system (SIK) model in collaboration with the hospital information technology team so that nurses are effective and efficient in implementing nursing care documentation.

Keywords: Hospital, Nurse Job Satisfaction, Nursing Information System, Patient Satisfaction