

## RINGKASAN

### **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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Perkembangan teknologi informasi berdampak pada pelayanan kesehatan di rumah sakit. Implementasi sistem informasi berbasis digital dalam dokumentasi asuhan keperawatan telah banyak diterapkan di rumah sakit. Sistem informasi keperawatan dengan komputer memberikan kemudahan perawat dalam menjalankan kinerjanya. Pembaruan kesempurnaan system informasi keperawatan di RSUD Dr. Soetomo setiap tahun memberikan dampak pada pengisian dokumentasian asuhan keperawatan oleh perawat. Selain itu, perawat masih ada yang kurang puas karena merasa terbebani dengan adanya sistem informasi keperawatan dalam bentuk digital. Selain itu, perawat masih ada yang kurang puas karena merasa terbebani dengan adanya sistem informasi keperawatan dalam bentuk digital. Hal tersebut berdampak pada mutu pelayanan keperawatan yang mempengaruhi kepuasan pasien dalam menerima asuhan keperawatan. Kepuasan kerja perawat dan kepuasan pasien akan berdampak pada kualitas pelayanan keperawatan. Apabila masalah ini dibiarkan akan mempengaruhi kepercayaan pelayanan dan penilaian akreditasi. Oleh karena itu, diperlukan analisis mengenai hubungan implementasi sistem informasi keperawatan berbasis digital dengan kepuasan kerja perawat dan kepuasan pasien terhadap pelayanan keperawatan di rumah sakit.

Tinjauan pustaka yang digunakan dalam penelitian ini adalah konsep dokumentasi keperawatan, konsep sistem informasi manajemen keperawatan rumah sakit, konsep kepuasan kerja perawat, konsep kepuasan pasien, model konsep Donabedian berbasis mutu pelayanan, kerangka teori, dan *theoretical mapping*. *Theoretical mapping* berisi hasil pencarian keaslian penelitian dengan hasil 15 artikel sesuai dengan *keyword* dan kriteria PICOS yang telah ditetapkan oleh peneliti. Tinjauan teori yang sudah didapatkan digunakan sebagai penguat dalam penyusunan penelitian analisis hubungan implementasi sistem informasi keperawatan berbasis digital dengan kepuasan kerja perawat dan kepuasan pasien di rumah sakit.

Kerangka konseptual berisi bagan teori yang digunakan sebagai dasar pemikiran penelitian. Teori model Donabedian, mutu pelayanan kesehatan merupakan hasil dari interaksi dan ketergantungan dari berbagai elemen, komponen atau unsur organisasi pelayanan kesehatan sebagai suatu sistem. Implementasi sistem informasi keperawatan memuat kinerja perawat dalam dokumentasi asuhan keperawatan meliputi pengkajian, diagnosis, perencanaan, intervensi, dan evaluasi. Penilaian kepuasan kerja perawat dan kepuasan pasien meliputi item sangat puas, puas, tidak puas, dan sangat tidak puas.

Desain dalam penelitian ini adalah teknik analisi komparasi dengan pendekatan *cross sectional*, yaitu suatu desain penelitian untuk mengetahui apakah ada perbedaan rata-rata pada dua sampel yang tidak berpasangan. Sampel

dalam penelitian sebanyak 222 perawat dan 222 pasien rawat inap yang diperoleh dari teknik sampling *simple random sampling*. Data penelitian dikumpulkan melalui kuesioner dari variabel dependen implementasi sistem keperawatan dengan lembar observasi yang dikembangkan peneliti dengan dasar item dokumentasi asuhan keperawatan (Zamroni, 2021) dan variabel dependen kepuasan kerja perawat dengan kuesioner MSQ (*Minnesota satisfaction questionnaire*) dan kepuasan pasien dengan kuesioner instrumen kepuasan kerja dalam (Nursalam, 2020b). Data penelitian diolah dengan uji deskripsi dan *independent t-test* dan nilai  $p \leq 0,05$ .

Hasil penelitian didapatkan 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 ada perbedaan rata-rata antara kepuasan kerja perawat dan kepuasan pasien dalam implementasi sistem informasi manajemen keperawatan berbasis digital pada pelayanan keperawatan di Ruang Rawat Inap RSUD Dr. Soetomo Surabaya.

Sebagian besar perawat RSUD Dr. Soetomo memiliki penilaian yang optimal implementasi sistem informasi keperawatan berbasis digital. Perawat melakukan asuhan keperawatan dalam sistem informasi keperawatan meliputi pengkajian, diagnosis, perencanaan, implementasi, dan evaluasi. Mayoritas responden perawat memiliki kepuasan kerja dalam kategori tinggi. Namun, masih ditemukan sebagian kecil responden yang masuk dalam kategori sedang. Parameter kepuasan kerja perawat meliputi kepuasan pekerjaan, kepuasan imbalan, kepuasan supervisi atasan, kepuasan teman kerja, dan kepuasan promosi mayoritas dalam kategori baik. Pasien sebagian merasa puas pernah di rawat di RSUD Dr. Soetomo Surabaya. Kepuasan pasien meliputi keandalan, jaminan, bukti fisik, empati, dan ketanggapan dalam kategori baik. Sebagian besar pasien merasa nyaman dan aman dalam menjalankan perawatan serta perawat dinilai rapi dan bersih. Hubungan implementasi sistem informasi keperawatan berbasis digital dengan kepuasan kerja perawat disebabkan oleh kinerja perawat yang lebih efektif dan efisien. Penerapan sistem informasi keperawatan memberikan kemudahan perawat dalam berbagai tugas dan pekerjaannya. Hal tersebut, meringankan beban kerja perawat, kemudahan perawat mengakses informasi, serta gaji dan promosi yang didapat actual berdasarkan jejak dari sistem informasi keperawatan. Selain itu sistem informasi keperawatan memberikan kemudahan dalam tugas dan pekerjaan perawatan sehingga dapat meningkatkan mutu pelayanan keperawatan. Mutu pelayanan secara nyata dirasakan oleh pasien sehingga berhubungan langsung dengan kepuasan pasien. Sehingga, perlu peningkatan mutu pelayanan dan penilaian kepuasan pasien secara rutin dan berkesinambungan untuk mengetahui kualitas pelayanan kesehatan di rumah sakit.

Pimpinan rumah sakit dan manajer keperawatan dapat melakukan upaya peningkatan penerapan implementasi sistem informasi keperawatan agar mutu pelayanan meningkat. Manajemen keperawatan diharapkan meningkatkan pelaksanaan supervisi dokumentasi asuhan keperawatan dengan melihat kelengkapan dan kesesuaian SOP di sistem informasi keperawatan (SIK). Selain itu, manajemen keperawatan perlu mengembangkan model sistem informasi keperawatan (SIK) bekerjasama dengan tim teknologi informasi rumah sakit agar perawat efektif dan efisien dalam penerapannya dokumentasi asuhan keperawatan. Selain itu, perlu diperhatikan terkait kepuasan kerja perawat dan

kepuasan kerja pasien. Selain itu, penelitian selanjutnya dapat melakukan penelitian tentang pengembangan sistem informasi keperawatan berbasis digital yang efektif untuk meningkatkan kepuasan kerja perawat dan kepuasan pasien sehingga kualitas pelayanan rumah sakit lebih optimal.



## **SUMMARY**

### **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**

**By: Nuryati**

The development of information technology has an impact on health services in hospitals. The implementation of digital-based information systems in nursing care documentation has been widely implemented in hospitals. Nursing information systems with computers make it easier for nurses to carry out their work. Update on the perfection of the nursing information system at RSUD Dr. Soetomo every year has an impact on filling out nursing care documentation by nurses. Apart from that, there are still nurses who are dissatisfied because they feel burdened by the existence of a digital nursing information system. Apart from that, there are still nurses who are dissatisfied because they feel burdened by the existence of a digital nursing information system. This has an impact on the quality of nursing services which influences patient satisfaction in receiving nursing care. Nurse job satisfaction and patient satisfaction will have an impact on the quality of nursing services. If this problem is left unchecked, it will affect service trust and accreditation assessments. 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 with nursing services in hospitals.

The literature review used in this research is the concept of nursing documentation, the concept of a hospital nursing management information system, the concept of nurse job satisfaction, the concept of patient satisfaction, the Donabedian concept model based on service quality, theoretical framework, and theoretical mapping. Theoretical mapping contains the results of research authenticity searches with the results of 15 articles by the keywords and PICOS criteria set by the researcher. The theoretical insights that have been obtained are used as reinforcement in preparing a research analysis of the relationship between the implementation of a digital-based nursing information system and nurse job satisfaction and patient satisfaction in hospitals.

The conceptual framework contains a theory chart that is used as a basis for research thinking. Donabedian's theory model states that the quality of health services is the result of the interaction and dependence of various elements, components, or organizational elements of health services as a system. Implementation of a nursing information system includes nurses' performance in the documentation of nursing care including assessment, diagnosis, planning, intervention, and evaluation. The assessment of nurse job satisfaction and patient satisfaction includes the items very satisfied, satisfied, dissatisfied, and very dissatisfied.



The design in this research is a comparative analysis technique with a cross sectional approach, namely a research design to find out whether there is a difference in averages in two unpaired samples. The sample in the study was 222 nurses and 222 inpatients obtained from a simple random sampling technique. Research data was collected through a questionnaire from the dependent variable implementation of the nursing system with an observation sheet developed by researchers based on nursing care documentation items (Zamroni, 2021) and the dependent variable nurse job satisfaction with the MSQ (Minnesota satisfaction questionnaire) questionnaire and patient satisfaction with the job satisfaction instrument questionnaire in (Nursalam, 2020b). Research data was processed using description tests and independent t-tests and the p value was  $\leq 0.05$ .

The research results were obtained 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  $H_0$  is rejected, which means that there is an average difference between nurse job satisfaction and patient satisfaction in the implementation of a digital-based nursing management information system in nursing services in the room. Inpatient Hospital Dr. Soetomo Surabaya.

Research nurses Most of the nurses at RSUD Dr. Soetomo have an optimal assessment of the implementation of a digital-based nursing information system. Nurses carry out nursing care in a nursing information system including assessment, diagnosis, planning, implementation, and evaluation. The majority of nurse respondents have job satisfaction in the high category. However, it was still found that a small number of respondents fell into the medium category. Parameters of nurse job satisfaction include job satisfaction, reward satisfaction, superior supervision satisfaction, co-worker satisfaction, and promotion satisfaction, the majority of which are in the good category. Most of the patients were satisfied that they had been treated at RSUD Dr. Soetomo Surabaya. Patient satisfaction includes reliability, guarantee, physical evidence, empathy, and responsiveness in the good category. Most patients feel comfortable and safe in carrying out treatment and nurses are considered neat and clean. The relationship between the implementation of a digital-based nursing information system and nurse job satisfaction is caused by more effective and efficient nurse performance. The implementation of a nursing information system makes it easier for nurses to carry out various tasks and work. This eases the workload of nurses, makes it easier for nurses to access information, and the actual salaries and promotions they receive are based on traces from the nursing information system. In addition, the nursing information system provides convenience in nursing tasks and work so that it can improve the quality of nursing services. The quality of service is felt by patients so it is directly related to patient satisfaction. So, it is necessary to improve the quality of service and assess patient satisfaction regularly and continuously to determine the quality of health services in hospitals.

Hospital leaders and nursing managers can make efforts to increase the implementation of the nursing information system so that the quality of service increases. 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. Apart from that, it is necessary to pay attention to nurse job satisfaction and patient job satisfaction. Apart from that, further research can conduct research on the development of an effective digital-based nursing information system to increase nurse job satisfaction and patient satisfaction so that the quality of hospital services is more optimal.

