

ABSTRAK

HUBUNGAN CARING PERAWAT DENGAN KEPUASAN PASIEN RAWAT INAP DI RS ISLAM SAKINAH MOJOKERTO

Oleh

Veni Septia Ambara

Pelayanan keperawatan yang berkualitas ditentukan oleh kemampuan perawat dalam memberikan asuhan secara profesional disertai perilaku *caring*. Perilaku *caring* yang baik dapat meningkatkan kepuasan pasien terhadap pelayanan keperawatan. Penelitian ini bertujuan untuk menganalisis hubungan *caring* perawat dengan kepuasan pasien rawat inap di Rumah Sakit Islam Sakinah Mojokerto. Penelitian ini menggunakan desain kuantitatif dengan pendekatan *cross-sectional*. Sampel penelitian berjumlah 124 responden yang dipilih menggunakan teknik *purposive sampling*. Dalam penelitian ini, variabel independen yaitu *caring* perawat, sedangkan variabel dependen yaitu kepuasan pasien. Data dikumpulkan menggunakan kuesioner *caring* perawat (*CBA*) dan kepuasan pasien (*SERVQUAL*), kemudian dianalisis menggunakan uji Spearman Rank dengan tingkat signifikansi $\alpha = 0,05$. Hasil penelitian menunjukkan bahwa 103 responden (83,1%) menilai *caring* perawat dalam kategori cukup, sedangkan 113 responden (91,1%) memiliki tingkat kepuasan kategori cukup puas. Hasil uji Spearman Rank menunjukkan nilai $p = 0,000$ dengan koefisien korelasi $r = 0,580$, yang menunjukkan terdapat hubungan positif yang signifikan dengan kekuatan korelasi sedang antara *caring* perawat dan kepuasan pasien. Dengan demikian, *caring* perawat berhubungan dengan tingkat kepuasan pasien rawat inap di RSI Sakinah Mojokerto.

Kata kunci: *caring*, perawat, kepuasan



ABSTRACT

THE RELATIONSHIP BETWEEN NURSES' CARING ATTITUDES AND PATIENT SATISFACTION IN THE INPATIENT WARD OF SAKINAH ISLAMIC HOSPITAL, MOJOKERTO

By

Veni Septia Ambara

The quality of nursing services is determined by nurses' ability to provide professional nursing care combined with caring behavior. Good caring behavior can improve patient satisfaction with nursing services. This study aimed to analyze the relationship between nurses' caring behavior and inpatient satisfaction at Sakinah Islamic Hospital, Mojokerto. This study employed a quantitative research design with a cross-sectional approach. The study sample consisted of 124 respondents selected using a purposive sampling technique. In this study, the independent variable was nurses' caring behavior, while the dependent variable was patient satisfaction. Data were collected using nurses' caring behavior (CBA) and patient satisfaction (SERVQUAL) questionnaires and were analyzed using the Spearman Rank correlation test with a significance level of $\alpha = 0.05$. The results showed that 103 respondents (83.1%) perceived nurses' caring behavior to be in the moderate category, while 113 respondents (91.1%) reported a moderate level of satisfaction. The Spearman Rank test showed a p-value of 0.000 with a correlation coefficient of $r = 0.580$, indicating a statistically significant positive relationship with moderate correlation strength between nurses' caring behavior and patient satisfaction. Thus, nurse caring was significantly associated with the level of satisfaction among inpatients at Sakinah Islamic Hospital, Mojokerto.

Keywords: caring behavior, nurses, patient satisfaction, inpatient.

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