

POLITEKNIK KESEHATAN TANJUNGPURWATI
JURUSAN KEPERAWATAN
PROGRAM STUDI SARJANA TERAPAN KEPERAWATAN
Skripsi, Juli 2025

Wulan Kurniati

**HUBUNGAN PERILAKU *CARING* DENGAN KEPUASAN LAYANAN
KEPERAWATAN DI RUANG RAWAT INAP BEDAH RSUD JENDERAL
AHMAD YANI METRO TAHUN 2025**

(xv+50 halaman, 8 tabel, 2 gambar, 11 lampiran)

ABSTRAK

Kepuasan dalam pelayanan dapat dipengaruhi oleh beberapa faktor salah satunya adalah sikap *caring* Perawat. Kementerian Kesehatan Republik Indonesia tahun 2016 menetapkan standar minimal kepuasan pasien di atas 95%, sedangkan fenomena yang ada di Indonesia masih dibawah standar tersebut, selain itu yang sering dikeluhkan pasien terkait sikap Perawat dan pelayanan yang kurang optimal. Tujuan penelitian ini diketahui hubungan perilaku *caring* dengan kepuasan layanan Keperawatan di ruang rawat inap bedah RSUD Jenderal Ahmad Yani Metro tahun 2025. Jenis penelitian ini kuantitatif dengan desain *analitik* dan pendekatan *cross-sectional*. Pengambilan sampel menggunakan metode *purposive sampling*. Sampel penelitian ini sebanyak 52 Perawat yang memberikan layanan keperawatan pada pasien operasi. Instrumen penelitian ini menggunakan kuesioner kepuasan layanan Keperawatan dan lembar observasi perilaku *caring* dengan CDI 25. Uji statistik yang digunakan yaitu uji *chi square*. Hasil penelitian ini menunjukkan sebanyak 33 (63,5%) responden yang puas terhadap layanan Keperawatan, dan sebanyak 38 (73,1%) responden yang *caring* dalam memberikan asuhan pelayanan Keperawatan. Hasil uji statistik diperoleh nilai *p-value*=0.000 ($p < 0,05$), sehingga dapat disimpulkan adanya hubungan perilaku *caring* dengan kepuasan layanan Keperawatan di ruang rawat inap bedah RSUD Jenderal Ahmad Yani Metro Tahun 2025. Peneliti menyarankan diharapkan Perawat menerapkan konsep *caring* serta meningkatkan kualitas edukasi pasien tentang perawatan mandiri, proses pemulihan, dan persiapan pulang pada pasien bedah, karena aspek ini sangat berkontribusi pada kepuasan pasien.

Kata kunci : Kepuasan, Layanan Keperawatan, Perilaku *caring*.

Referensi : 29 (2008-2024)

TANJUNGPURBAN POLYTECHNIC OF HEALTH
TANJUNGPURBAN SCHOOL OF NURSING
APPLIED NURSING STUDY PROGRAM
Script, July 2025

Wulan Kurniati

THE RELATIONSHIP BETWEEN CARING BEHAVIOR AND NURSING SERVICE SATISFACTION IN THE SURGICAL INPATIENT ROOM OF JENDERAL AHMAD YANI METRO HOSPITAL IN 2025

(xv+50 pages, 8 tables, 2 images, 11 attachments)

ABSTRACT

Patient satisfaction with healthcare services can be influenced by several factors, one of which is the caring attitude of nurses. The Ministry of Health of the Republic of Indonesia set a minimum patient satisfaction standard of over 95% in 2016, yet the current situation in Indonesia remains below this standard. Additionally, patients frequently complain about nurses' attitudes and suboptimal care. The purpose of this study is to determine the relationship between caring behavior and nursing service satisfaction in the surgical ward of RSUD Jenderal Ahmad Yani Metro in 2025. This is a quantitative study with an analytical design and a cross-sectional approach. The sample was selected using purposive sampling. The study sample consisted of 52 nurses providing nursing care to surgical patients. The research instruments used a nursing service satisfaction questionnaire and an observation sheet for caring behavior using the CDI 25. The statistical test used was the chi-square test. The results of this study showed that 33 (63.5%) respondents were satisfied with the nursing services, and 38 (73.1%) respondents demonstrated caring behavior in providing nursing care services. The statistical test yielded a P-value of 0.000 ($p < 0.05$), indicating a significant association between caring behavior and nursing service satisfaction in the surgical ward of RSUD Jenderal Ahmad Yani Metro in 2025. The researcher suggests that nurses should apply the concept of caring and improve the quality of patient education regarding self-care, the recovery process, and discharge preparation for surgical patients, as these aspects significantly contribute to patient satisfaction.

Key words : Satisfaction, Nursing services, Caring behavior.

Reference : 29 (2008-2024)