

**PROGRAM STUDI ILMU KEPERAWATAN
FAKULTAS KESEHATAN
UNIVERSITAS MH THAMRIN**

Skripsi, Agustus 2024

Pengaruh Mutu Pelayanan Keperawatan Terhadap Kepuasan Pasien Rawat Inap di Rumah Sakit Bhayangkara Tk. I Puskokkes Polri

xvi + 83 halaman + 21 tabel + 2 gambar + 6 lampiran

ABSTRAK

Penelitian ini memakai metode penelitian kuantitatif yang bertujuan untuk memahami penyebab dan mekanisme terjadinya fenomena kesehatan. Penelitian ini memakai pendekatan cross sectional untuk mengeksplorasi pengaruh Mutu Pelayanan Keperawatan pada Kepuasan Pasien Rawat Inap di Rumah Sakit Bhayangkara Tk. I Puskokkes Polri.

. Hasil uji statistik diperoleh P value = 0,001 maka dapat disimpulkan ada hubungan yang signifikan antara Mutu Pelayanan Keperawatan ditinjau dari Dimensi *Reliability* (Kehandalan) terhadap Kepuasan Pasien Rawat inap di Rumah Sakit Bhayangkara Tk. I Puskokkes Polri. Hasil uji statistik diperoleh P value = 0,001 maka dapat disimpulkan ada hubungan yang signifikan antara Mutu Pelayanan Keperawatan ditinjau ditinjau dari Dimensi *Responsiveness* (Daya Tanggap) terhadap Kepuasan Pasien Rawat Inap di Rumah Sakit Bhayangkara Tk. I Puskokkes Polri. Hasil uji statistik diperoleh P value = 0,002 maka dapat disimpulkan ada hubungan yang signifikan antara Mutu Pelayanan Keperawatan ditinjau dari Dimensi *Assurance* (Jaminan) terhadap Kepuasan Pasien Rawat Inap di Rumah Sakit Bhayangkara Tk. I Puskokkes Polri. Hasil uji statistik diperoleh P value = 0,002 maka dapat disimpulkan ada hubungan yang signifikan antara Mutu Pelayanan Keperawatan ditinjau dari Dimensi *Empathy* (Empati) terhadap Kepuasan Pasien Rawat Inap di Rumah Sakit Bhayangkara Tk. I Puskokkes Polri. Hasil uji statistik diperoleh P value = 0,000 maka dapat disimpulkan ada hubungan yang signifikan antara Mutu Pelayanan Keperawatan ditinjau dari Dimensi *Tangible* (Bukti Fisik) terhadap Kepuasan Pasien Rawat Inap di Rumah Sakit Bhayangkara Tk. I Puskokkes Polri. Berdasarkan hasil uji validitas Instrumen dapat diketahui bahwa masing-masing item pertanyaan memiliki $r_{hitung} > r_{tabel}$ (0,306) dan bernilai positif. Dengan demikian butir pertanyaan tersebut dinyatakan valid. Berdasarkan hasil uji realibilitas Instrumen dapat diketahui bahwa masing-masing variabel memiliki *cronbach alpha* > 0,60, dengan demikian variabel *Tangible* (bukti fisik) (X1), *Reliability* (kehandalan) (X2), *Responsiveness* (daya tanggap) (X3), *Assurance* (jaminan) (X4), *Empathy* (Empati) (X5) dan Pelayanan (Y) dapat dikatakan reliabel.

Kata kunci : Mutu Pelayanan Keperawatan dan Kepuasan Pasien
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NURSING STUDY PROGRAM
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Thesis, August 2024

The Effect of Nursing Service Quality on Inpatient Satisfaction at Bhayangkara Hospital Level I Puskokkes Polri

xvi + 83 pages + 21 tables + 2 images + 6 attachments

ABSTRACT

This study uses a quantitative research method that aims to understand the causes and mechanisms of health phenomena. This study uses a cross-sectional approach to explore the effect of Nursing Service Quality on Inpatient Satisfaction at Bhayangkara Hospital Level I Puskokkes Polri. . The results of the statistical test obtained P value = 0.001, it can be concluded that there is a significant relationship between Nursing Service Quality reviewed from the Reliability Dimension on Inpatient Satisfaction at Bhayangkara Hospital Level I Puskokkes Polri. The statistical test results obtained P value = 0.001, it can be concluded that there is a significant relationship between the Quality of Nursing Services reviewed from the Responsiveness Dimension to the Satisfaction of Inpatients at Bhayangkara Hospital Level I Puskokkes Polri. The statistical test results obtained P value = 0.002, it can be concluded that there is a significant relationship between the Quality of Nursing Services reviewed from the Assurance Dimension to the Satisfaction of Inpatients at Bhayangkara Hospital Level I Puskokkes Polri. The statistical test results obtained P value = 0.002, it can be concluded that there is a significant relationship between the Quality of Nursing Services reviewed from the Empathy Dimension to the Satisfaction of Inpatients at Bhayangkara Hospital Level I Puskokkes Polri. The statistical test results obtained P value = 0.000, so it can be concluded that there is a significant relationship between the Quality of Nursing Services reviewed from the Tangible Dimension (Physical Evidence) and the Satisfaction of Inpatients at the Bhayangkara Hospital Level I Puskokkes Polri. Based on the results of the Instrument validity test, it can be seen that each question item has $r_{count} > r_{table}$ (0.306) and has a positive value. Thus, the question item is declared valid. Based on the results of the Instrument reliability test, it can be seen that each variable has a cronbach alpha > 0.60 , thus the variables Tangible (physical evidence) (X1), Reliability (reliability) (X2), Responsiveness (responsiveness) (X3), Assurance (assurance) (X4), Empathy (Empathy) (X5) and Service (Y) can be said to be reliable. Keywords: Quality of Nursing Services and Patient Satisfaction

Bibliography: 68 (2018-2021)