

**PROGRAM STUDI S1 KEPERAWATAN
FAKULTAS ILMU KEPERAWATAN DAN KESEHATAN
UNIVERSITAS MUHAMMADIYAH SEMARANG**

Skripsi, Maret 2018

Siti Surwanti

xiii + 47 halaman + 2 gambar + 8 tabel

Hubungan antara Kualitas Pelayanan Keperawatan dengan Kepuasan Pasien Peserta BPJS di Ruang Rawat Inap RSI Muhammadiyah Kendal

Abstrak

Kualitas pelayanan keperawatan sangat berhubungan erat dengan kepuasan pasien karena dari cara perawat memberikan pelayanan keperawatan akan berdampak langsung terhadap pasien. Kualitas pelayanan keperawatan yang baik berarti pasien mendapat layanan yang cepat, diagnosis dan terapi yang meliputi bentuk fisik, kehandalan, daya tanggap, jaminan dan empati. Rumah sakit Islam Muhammadiyah Kendal adalah rumah sakit yang melayani BPJS, sehingga perlu dilakukan evaluasi terhadap kualitas pelayanan keperawatan dengan kepuasan pasien BPJS di rawat inap. Penelitian dilakukan pada bulan Desember 2017 sampai dengan Januari 2018. Populasi yang diteliti adalah pasien Badan Penyelenggara Jaminan Sosial yang di rawat inap di Rumah Sakit Islam Muhammadiyah Kendal. Penelitian ini menggunakan desain penelitian Analitik. Variabel independen adalah Pelayanan Keperawatan dan variabel dependen adalah kepuasan pasien Badan Penyelenggara Jaminan Sosial. Sampel yang diambil menggunakan teknik *Proportional Stratified Random Sampling* didapatkan 166 pasien di Instalasi Rawat Inap RSI Muhammadiyah Kendal. Instrumen penelitian menggunakan lembar kuesioner. Data dianalisis menggunakan uji statistik *Chi Square* dengan tingkat kemaknaan $p \text{ Value} \leq 0,05$. Hasil penelitian menunjukkan dari 166 responden menyatakan bahwa sebanyak 158 (95,2%) responden puas terhadap pelayanan keperawatan dan 8 (4,8 %) responden tidak puas. Hasil uji statistik *Chi Square* ($p \text{ Value} = 0,000$) menyatakan ada hubungan antara kualitas pelayanan keperawatan dengan kepuasan pasien BPJS di Rawat Inap Rumah Sakit Islam Muhammadiyah Kendal.

Kata kunci : Pelayanan keperawatan, pasien BPJS, kepuasan pasien BPJS

Daftar Pustaka : 23 (2001-2017)

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Relationship between Nursing Service Quality with Patient Satisfaction of BPJS Participants in Inpatient Room of RSI Muhammadiyah Kendal

Abstract

The quality of nursing services is closely related to patient satisfaction because of the way nurses provide nursing services will have a direct impact on patients. A good quality of nursing care means patients receive prompt service, diagnosis and therapy that includes physical form, reliability, responsiveness, assurance and empathy. Muhammadiyah Kendal Islamic Hospital is a hospital that serves BPJS, so it is necessary to evaluate the quality of nursing service with patient satisfaction BPJS in hospitalization. The study was conducted in December 2017 until January 2018. The population studied was the patient of the Social Security Administering Body who was hospitalized at Muhammadiyah Islam Hospital Kendal. This research uses Analytic research design. The independent variable is the Nursing Service and the dependent variable is patient satisfaction of the Social Security Administering Body. Samples taken using Proportional Stratified Random Sampling technique obtained 166 patients at Inpatient Installation of RSI Muhammadiyah Kendal. The research instrument used questionnaire sheet. Data were analyzed using Chi Square statistic test with significance level p Value $\leq 0,05$. The results showed that from 166 respondents stated that as many as 158 (95.2%) respondents were satisfied with nursing service and 8 (4.8%) respondents were not satisfied. Chi Square statistical test results states (p Value = 0,000) there is a relationship between the quality of nursing service with patient BPJS at Inpatient Muhammadiyah Islam Hospital Kendal.

Keywords : Nursing service, BPJS patient, patient satisfaction BPJS

References : 23 (2001-2017)