

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

Skripsi, Mei 2020

Muhammad Ulul Azmi

Gambaran tingkat kepuasan pasien terhadap kehandalan, daya tanggap dan empati dalam pelayanan keperawatan di Poliklinik Merpati RSUP Dr. Kariadi Semarang

xiv + 55 Halaman + 12 tabel + 2 gambar + 3 skema + 13 lampiran

Abstrak

Latar belakang: Kualitas pelayanan rumah sakit memiliki hubungan yang erat dengan kepuasan pelanggan. Salah satu ciri rumah sakit yang mampu bertahan dan berkembang dalam era persaingan yang ketat adalah rumah sakit yang memperhatikan kepuasan pelanggan atau konsumen. RSUP Dr. Kariadi selalu berupaya mengoptimalkan perilaku perawat di lingkungan profesi keperawatan, seiring dengan semakin banyaknya pasien yang membutuhkan jasa pelayanan dan perawatan di RSUP Dr. Kariadi. **Tujuan:** Mendiskripsikan tingkat kepuasan pasien terhadap kehandalan, daya tanggap dan empati dalam pelayanan keperawatan di Poliklinik Merpati RSUP Dr. Kariadi Semarang. **Desain penelitian:** Jenis penelitian ini adalah kuantitatif dengan menggunakan metode deskriptif analitik. Proses penelitian ini sudah dilaksanakan pada tanggal 5 Februari - 30 Maret 2020 di Poliklinik Merpati RSUP Dr. Kariadi Semarang dengan tehnik pengambilan sampel menggunakan *proporsional stratified sampling* berdasarkan kriteria inklusi dan eksklusi, jumlah sampel sebanyak 99 responden. **Hasil penelitian:** Menunjukkan bahwa kehandalan perawat masuk dalam kategori baik sebanyak 50,5%. Daya tanggap perawat masuk dalam kategori baik sebanyak 53,5%. *Empaty* perawat masuk dalam kategori baik sebanyak 50,5%. Kepuasan pasien masuk dalam kategori puas sebanyak 56,6%. **Saran:** Supaya para perawat meningkatkan lagi pemberian informasi yang jelas, keramahan, kesopanan, keamanan dan sifat dapat dipercaya, sehingga menimbulkan kepercayaan dan keyakinan pelanggan.

Kata Kunci : Kepuasan pasien, kehandalan, daya tanggap, empati
Pustaka : 61 (2010 – 2018)

**UNDERGRADUATE PROGRAM IN NURSING
FACULTY OF NURSING AND HEALTH SCIENCES
UNIVERSITAS MUHAMMADIYAH SEMARANG**

Final Project, Mei 2020

Muhammad Ulul Azmi

The Description of patient's satisfaction level to the reliability, responsiveness, and empathy from the nursing services at the Merpati Polyclinic of RSUP dr. Kariadi Semarang

xiv + 55 Pages + 12 tables + 2 pictures + 3 charts + 13 appendixes

Abstract

Background: Hospital service quality is strictly linked to customer satisfaction. One of the characteristics of surviving and thriving hospital in this intense competition era is a hospital that pays attention to the customer or consumer satisfaction. RSUP Dr. Kariadi always tries to optimize nurses' behavior related to professionalism, as more and more patients need services and treatments at Dr.Kariadi Hospital. ***Objective:*** To describe the level of patient satisfaction from the performed reliability, responsiveness, and empathy in nursing services at the Merpati Polyclinic of RSUP dr. Kariadi Semarang. ***Method:*** This research used descriptive analytic method. The research process was carried out on February 5, 2020 - March 30, 2020, at the Merpati Polyclinic, RSUP. dr. Kariadi Semarang with proportional stratified random sampling based on inclusion and exclusion criteria. From the sampling technique, 99 respondents were taken as sample. ***Result:*** It was shown that the reliability of nurses was in a good category with 50.5%. The responsiveness of nurses was in the good category with 53.5%. The empathy of nurses was in the good category with 50.5%. Meanwhile, patient's satisfaction was categorized as satisfactory with 56.6%. ***Suggestion:*** Nurses Should make some improvement in providing clear information, perform friendliness, courtesy, safety, and trustworthiness, to improve patient's or customer's trust and confidence.

Keywords : Patient satisfaction, reliability, responsiveness, empathy

Reference : 61 (2010 – 2018)