

Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER

PRORGAM STUDI S1 KEPERAWATAN

FAKULTAS ILMU KESEHATAN

Skripsi, Juli 2018

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Hubungan *Respon Time* Berdasarkan *Triage* dengan Kepuasan Pelayanan Kegawatdaruratan Pada Pasien Gangguan Respirasi Di Intsalasi Gawat Darurat (IGD) RS Tingkat III Baladhika Husada Jember.

xvii + 129 halaman + 1 bagan + 23 tabel + 17 lampiran

#### ABSTRAK

Pelayanan pasien gawat darurat memegang peranan penting bahwa waktu adalah nyawa. Artinya waktu tanggap pelayanan perlu diperhitungkan agar terselenggaranya pelayanan yang cepat, responsif dan mampu menyelamatkan pasien. Pasien dengan gangguan respirasi dapat kehilangan nyawa hanya dalam hitungan menit saja. Penelitian ini bertujuan menganalisis hubungan *response time* berdasarkan *triage* dengan kepuasan pelayanan kegawatdaruratan pada pasien gangguan respirasi di Instalasi Gawat Darurat (IGD) RS Tingkat III Baladhika Husada Jember. Desain dalam penelitian ini menggunakan desain korelasional dengan pendekatan *cross sectional* proses penelitian dilaksanakan pada bulan April-Mei 2018. Teknik pengambilan sampel menggunakan *purposive sampling* dengan jumlah sampel sebanyak 45 responden. Instrumen penelitian menggunakan lembar observasi dan kuisioner. Analisis data yang digunakan ialah analisis statistik *spearman rho*. Hasil penelitian menunjukkan ada hubungan *response time* berdasarkan *triage* dengan kepuasan pelayanan kegawatdaruratan pada pasien gangguan respirasi dengan tingkat kemaknaan  $p\ value = 0,000$  dan nilai *coefficient correlation spearman's rho* -, 772. *Response time* tenaga kesehatan harus ditingkatkan sehingga tercapai kualitas pelayanan yang bermutu dan menunjang rasa puas pada pasien maupun keluarga pasien yang menerima pelayanan.

Kata kunci: *Response time, triage*, kepuasan pelayanan, gangguan respirasi  
Daftar pustaka 48 (2008-2017)

Abstract

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S1 NURSING STUDY PROGRAM

FACULTY OF HEALTH SCIENCE

Skripsi, July 2018

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Relations Response Time Based on Triage with Emergency Service Satisfaction In Patients Respiratory Disorder In Emergency Room Intsalasi (IGD) Hospital Level III Baladhika Husada Jember.

xvii + 129 pages + 1 chart + 23 tables + 17 appendices

### ABSTRAK

Emergency patient care plays an important role that time is life. This means that the response time of service needs to be taken into account for the implementation of a fast service, responsive and able to save patients. Patients with respiratory disorders can lose lives in just minutes. The purpose of this research is to analyze the relation of response time based on triage with satisfaction of emergency service in respiration disorder patient in Emergency Installation (IGD) RS III Baladhika Husada Jember. The design used is correlational design with cross sectional approach of the research process conducted in April -May 2018. Sampling technique using purposive sampling with the number of samples of 45 respondents. The research instrument used is observation sheet and questionnaire. Data analysis using spearman rho statistical analysis. The result of this research shows that there is relation of response time based on triage with satisfaction of emergency service in respiratory disorder patient with p value = 0,000 and coefficient correlation spearman's rho -, 772. Response time of health worker must be improved so as to achieve quality service quality and support satisfaction in patients and families of patients receiving services.

Keywords: Response time, triage, service satisfaction, respiration disorder  
References 48 (2008-2017).