

Abstrak
UNIVERSITAS MUHAMMADIYAH JEMBER
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FAKULTAS ILMU KESEHATAN

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Yudo Setiawan

Hubungan Responsiveness Tenaga Kesehatan Dengan Tingkat Kepuasan Pasien
Di Ruang Rawat Inap RSD Balung Jember, 2017.

xv + 73 hal + 12 tabel + 18 lampiran

Abstrak

Responsiveness tenaga kesehatan adalah suatu kemauan untuk membantu dan memberikan pelayanan kesehatan yang cepat dan tepat kepada pasien yang datang, karena kecepatan dan ketepatan pelayanan akan mempengaruhi kepuasan pasien. Pelayanan yang *responsive* harus dapat menjangkau pada seluruh pasien termasuk pasien rawat inap. Desain penelitian ini adalah korelasional dengan pendekatan *cross sectional* yang bertujuan untuk mengidentifikasi hubungan *responsiveness* tenaga kesehatan dengan tingkat kepuasan pasien di ruang rawat inap. Populasi penelitian ini adalah pasien di Ruang Rawat Inap RSD Balung Jember sebanyak 279 responden dengan sampel 74 responden yang diambil secara *Purposive Sampling*. Hasil penelitian variabel *responsiveness* tenaga kesehatan dalam kategori tanggap sebanyak 17 responden (23,0%), cukup tanggap 47 responden (63,5%), dan kurang tanggap 10 responden (13,5%). Responden yang menyatakan sangat puas terhadap pelayanan kesehatan sebanyak 20 responden (27,0%), puas sebanyak 42 responden (56,8%), dan kurang puas 12 responden (16,2%). Hasil uji statistik *Spearman rho* dengan ($\alpha = 0,05$) didapatkan *p value* = 0,000; $r = 0,762$ yang artinya *Responsiveness* tenaga kesehatan berhubungan dalam kategori kuat dengan tingkat kepuasan pasien. Kecepatan dan ketanggapan waktu pelayanan tenaga kesehatan masih menjadi keluhan pasien. Direkomendasikan untuk lebih meningkatkan kecepatan waktu pelayanan rumah sakit agar pasien merasa lebih puas.

Kata kunci : Responsiveness, Tenaga Kesehatan, Tingkat Kepuasan..
Daftar Pustaka 30 (2004 – 2016)

Abstract
UNIVERSITY OF MUHAMMADIYAH JEMBER
NURSING STUDY PROGRAM
FACULTY OF HEALTH SCIENCES

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Yudo Setiawan

The Relationship Responsiveness of Health personnel with the level of satisfaction patients in the hospitalization RSD Balung Jember, 2017.

xv + 73 pages + 12 tables + 18 attachments

Abstract

The Responsiveness of health personnel is a willingness to help and give the health service that fast and the right to patients who come, because the speed and precision of the service will affect satisfaction patients. Service responsive should be able to targeted at all patients including the hospitalization. The design of this research is correlational with cross sectional approach which aims to identify the relationship responsiveness of healt personnel with the level of saticfaction patients in the hospitalization. The population of this research is patient in the hospitalization RSD Balung Jember as much as 279 respondents with samples of 74 respondents taken in Purposive Sampling. The result of research variable responsiveness of healt personnel in the category of response as much as 17 respondents (23,0%), quite response 47 respondents (63,5%), and less response 10 respondents (13,5%). The respondent of explain it was very satisfied against the healt service as much as 20 respondents (27,0%), satisfied as much as 42 respondents (56,8%), and less satisfied 12 respondents (16,2%). Result of the statistic test Spearman rho with ($\alpha = 0,05$) established p value = 0,000, correlation coefficient (r) = 0,762 which mean responsiveness of healt personnel in touch in the category of strong with the level of satisfaction patients. The speed and responsiveness service time of health personnel are still be complaints of patient. Recommended to further increase the speed of the seVICES time of hospital so that the patient felt more satisfied.

Keywords : Responsiveness, Health Personnel, Satisfaction Level.

Bibliography 30 (2004 - 2016)