

Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER  
PROGRAM STUDI S1 KEPERAWATAN  
FAKULTAS ILMU KESEHATAN

Skripsi, Juli 2021

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Hubungan Pelayanan Perawat (Berdasarkan Pendekatan *Ten Carative Factors* Dari Watson's) dengan Tingkat Kepuasan Pasien di Puskesmas Silo Kabupaten Jember, 2021

viii + 88 hal + 19 tabel + 1 diagram + 7 lampiran

Abstrak

Salah satu indikator kualitas pelayanan kesehatan di rumah sakit adalah pelayanan keperawatan. Kualitas pelayanan keperawatan yang diberikan oleh perawat menjadi tolok ukur mutu pelayanan kesehatan suatu sarana pelayanan kesehatan. Penelitian ini bertujuan untuk mengetahui hubungan pelayanan perawat dengan tingkat kepuasan Pasien di Puskesmas Silo Kabupaten Jember. Metode penelitian menggunakan korelasional dengan pendekatan *cross sectional*. Sample sebanyak 71 responden menggunakan metode *Quota sampling* dengan teknik analisis data menggunakan *Spearman Rho*. Hasil penelitian menunjukkan bahwa kualitas layanan sebagian besar berada pada kategori cukup yaitu sebanyak 64 responden (90,1%) dengan tingkat kepuasan sebagian besar berada pada kategori cukup yaitu sebanyak 61 orang (85,9%). Hasil analisis statistik menunjukkan bahwa pelayanan perawat (berdasarkan pendekatan *Ten Carative Factors* dari Watson's) berhubungan dengan tingkat kepuasan pasien di Puskesmas Silo Kabupaten Jember ( $p$  value= 0,000;  $r=0,598$ ). Perlu mengadakan dan meningkatkan pelatihan bagi perawat sebagai upaya untuk meningkatkan kemampuan, keterampilan dan pengetahuan petugasnya yang akan berdampak pada peningkatan mutu pelayanan kesehatan

Kata kunci : Pelayanan Perawat, *Ten Carative Factors*, Tingkat Kepuasan, Pasien

Daftar Pustaka : 28 (2010-2020)

*Abstract*

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**STUDY PROGRAM OF NURSING**  
**FACULTY OF HEALTH SCIENCE**

*Paper, July 2021*

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*The Relationship of Nurse Services Quality (Based on Watson's Ten Carative Factors Approach) with Patient Satisfaction Levels at Silo Health Center, Jember Regency, 2021*

*viii + 88 pages + 19 tables + 1 picture + 7 attachments*

*Abstract*

*One indicator of the quality of health services in hospitals is nursing services. The quality of nursing services provided by nurses is a benchmark for the quality of health services in a health service facility. This study aims to determine the relationship between nurse services and patient satisfaction levels at the Silo Public Health Center, Jember Regency. The research method uses correlation with a cross sectional approach. A sample of 71 respondents used the Quota sampling method with data analysis techniques using Spearman Rho. The results showed that the service quality was mostly in the sufficient category as many as 64 respondents (90.1%) with the satisfaction level mostly in the sufficient category as many as 61 people (85.9%). The results of statistical analysis showed that nurse services (based on the Ten Carative Factors approach from Watson's) were related to the level of patient satisfaction at the Silo Health Center, Jember Regency ( $p$  value = 0.000;  $r$  = 0.598). It is necessary to conduct and improve training for nurses as an effort to improve the abilities, skills and knowledge of their officers which will have an impact on improving the quality of health services.*

*Key Words : Nurse Services, Ten Carative Factors, Satisfaction Level, Patients*

*Bibliography : 28 (2010-2020)*