

Abstrak  
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Hubungan Peran Perawat Sebagai *Caregiver* Dengan *Level of Patient Satisfaction*  
di Ruang Rawat Inap RS Baladhika Husada Jember, 2024

xvii + 91 hal + 2 bagan+ 10 tabel + 13 Lampiran

Abstrak

Salah satu peran perawat yang sangat penting yaitu sebagai pemberi asuhan keperawatan yang berfokus pada proses kesembuhan pasien dan pemenuhan kebutuhan kesehatan secara holistik. Penelitian ini menggunakan desain penelitian deskriptif kuantitatif dengan metode *cross-sectional* bertujuan untuk mengetahui hubungan peran perawat sebagai *caregiver* dengan *level of patient satisfaction*. Populasi dalam penelitian ini adalah pasien rawat inap RS Baladhika Husada Jember selama bulan September – November 2023 dengan besar populasi terjangkau sebanyak 327 pasien. Sampel yang digunakan pada penelitian ini yakni 85 pasien rawat inap. Teknik pengambilan sampel menggunakan *Quota Sampling*. Penilaian menggunakan kuesioner terkait peran perawat sebagai *caregiver* dan *level of patient satisfaction*. Hasil penelitian tentang *level of patient satisfaction* didapatkan 91,8% sangat puas, 3,5% puas, 4,7% tidak puas. Hasil penelitian dengan uji *Rank Spearman Rho* ( $\alpha = 0,05$ ) menunjukkan adanya hubungan bermakna antara peran perawat sebagai *caregiver* dengan *level of patient satisfaction*. Hubungan peran perawat sebagai *caregiver* dengan *level of patient satisfaction* dengan uji *Rank Spearman Rho* didapatkan hasil *p value* sebesar 0,00. Kesimpulan penelitian ini bahwa terdapat hubungan yang signifikan antara peran perawat sebagai *caregiver* dengan *level of patient satisfaction*. Penelitian ini dapat diterapkan di pelayanan kesehatan, khususnya manajemen keperawatan di ruang rawat inap.

Kata kunci: *caregiver*, kepuasan pasien, peran perawat  
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## **Abstract**

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*Relationship between the role of nurses as Caregiver With Level of Patient Satisfaction in the Inpatient Room of Baladhika Husada Hospital Jember, 2024*

*xvii + 91 page + 2 chart + 10 tables + 13 Appendices*

### *Abstract*

*One of the most important roles of nurses is as a provider of nursing care who focuses on the patient's recovery process and fulfilling health needs holistically. This research uses a quantitative descriptive research design with methods cross-sectional aims to determine the relationship between the role of nurses as caregiver with level of patient satisfaction. The population in this study were inpatients at Baladhika Husada Hospital Jember during September – November 2023 with a population of 327 patients. The sample used in this study was 85 inpatients. The sampling technique uses Qouta Sampling. The assessment uses a questionnaire regarding the role of nurses as caregiver and level of patient satisfaction. Research results about level of patient satisfaction found 91.8% very satisfied, 3.5% satisfied, 4.7% dissatisfied. Research results with tests Rank Spearman Rho ( $\alpha = 0.05$ ) shows that there is a significant relationship between the role of nurses as caregiver with level of patient satisfaction. The relationship between the role of the nurse as caregiver with level of patient satisfaction with test Rank Spearman Rho results were obtained p value of 0.00. The conclusion of this study is that there is a significant relationship between the role of nurses as caregiver with level of patient satisfaction. This research can be applied in health services, especially nursing management in inpatient rooms.*

*Keywords: caregiver, patient satisfaction, the role of nurses  
Bibliography 85 (2019 - 2024)*