

ABSTRAK

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Hubungan *Nurses Responsiveness* dengan *Patient Satisfaction* di Instalasi
Rawat Inap Rumah Sakit Paru Jember

Abstrak

Latar Belakang: *Nurses responsiveness* mengacu pada kecepatan dan ketepatan perawat secara keseluruhan, kemampuan mereka memberikan informasi kepada pasien tentang prosedur keperawatan, dan kecepatan perawat dalam menanggapi permintaan bantuan pasien dan keluarga selama pemberian asuhan keperawatan yang dilakukan oleh perawat. Tujuannya Mengidentifikasi Hubungan *Nurses Responsiveness* dengan *Patient Satisfaction* di Instalasi Rawat Inap Rumah Sakit Paru Jember. **Metode:** Penelitian ini menerapkan desain penelitian korelasi dengan pendekatan Studi *Cross-Sectional* dengan jumlah sampel sebanyak 60 responden rawat inap ruang tulip dan Bougenville Rumah Sakit Paru Jember yang diambil menggunakan teknik *quota sampling*. Instrumen pada penelitian ini berupa kuesioner. **Hasil:** Ditemukan dari 10 responden menyatakan kurang tanggap dengan 80% merasa tidak puas dan 20% merasa puas. 50 responden menyatakan tanggap dengan 94% nya merasa puas. Uji statistik *responsiveness* dengan *patient satisfaction* menggunakan *spearman rank (rho)* dengan $\alpha = 0,05$ didapatkan *p value* = 0,000 dan $r = 0,944$ yang artinya *responsiveness* memiliki hubungan dalam kategori sangat kuat dengan *patient satisfaction*. **Simpulan:** Semakin baik *nurses responsiveness* yang diberikan maka *patient satisfaction* akan meningkat.

Kata kunci: *Responsiveness*, Puas, *Satisfaction*, Tanggap
Daftar pustaka (2004 – 2024)

ABSTRACT

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*Relationship between Nurses Responsiveness and Patient Satisfaction in the
Inpatient Installation of Jember Lung Hospital*

Abstract

Background: Nurses responsiveness refers to the overall speed and accuracy of nurses, their ability to provide information to patients about nursing procedures, and the speed with which nurses respond to patient and family requests for assistance during the provision of nursing care by nurses. The aim is to identify the relationship between Nurses Responsiveness with Patient Satisfaction in the Inpatient Installation of Jember Lung Hospital. Methods: This study applied a correlation research design with a Cross-Sectional Study approach with a sample size of 60 respondents in the tulip and Bougenville inpatient rooms of the Jember Lung Hospital taken using quota sampling technique. The instrument in this study was a questionnaire. Results: It was found that 10 respondents stated that they were less responsive with 80% feeling dissatisfied and 20% feeling satisfied. 50 respondents stated that they were responsive with 94% satisfied. Statistical test of responsiveness with patient satisfaction using spearman rank (ρ) with $\alpha = 0.05$ obtained p value = 0.000 and $r = 0.944$ which means responsiveness has a very strong relationship with patient satisfaction. Conclusion: The better the nurses responsiveness provided, the patient satisfaction will increase.

*Keywords: Responsiveness, Satisfaction, Satisfaction, Response
Bibliography (2004 - 2024)*