

Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER

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Hubungan Kepatuhan Perawat Menjalankan Standar Prosedur Operasional Tindakan Keperawatan Dengan Kualitas Layanan di Klinik Rawat Inap dr M. Suherman Universitas Muhammadiyah Jember, 2020

viii + 63 hal + 11 tabel + 1 gambar + 9 lampiran

Abstrak

Fasilitas pelayanan kesehatan harus memiliki perawat dengan kinerja baik yang akan menunjang kinerja layanan sehingga dapat tercapai kepuasan pelanggan atau pasien. Salah satu upaya untuk menjaga keselamatan pasien, dengan menerapkan Standar Prosedur Operasional (SPO) dalam setiap tindakan perawat. Standar Prosedur Operasional bertujuan untuk meningkatkan pelayanan dan menghindari tuntutan malpraktik. Metode penelitian yang digunakan dalam penelitian ini adalah metode *cross sectional* dengan populasi adalah pasien rawat inap dan besar sampel dalam penelitian ini sebanyak 38 responden dengan teknik sampling menggunakan *Quota sampling*. Hasil penelitian menunjukkan bahwa kepatuhan perawat menjalankan Standar Prosedur Operasional Tindakan Keperawatan pada kategori sangat patuh sebesar 52,6 % dan Kualitas Layanan pada kategori baik sebesar 73,7%. Uji sperman Rho menunjukkan bahwa Ada hubungan kepatuhan perawat menjalankan standar prosedur operasional tindakan keperawatan dengan kualitas layanan ( $p\ value = 0,000$ ;  $r = 0,829$ ). Diharapkan layanan klinik untuk terus meningkatkan kepatuhan melalui pelatihan- pelatihan terkait keperawatan, pelatihan *service exelence* dan pelatihan mengingat masih didapatkan adanya angka ketidak patuhan terhadap prosedur, serta dilakukan proses supervisi secara berkala terhadap semua bentuk tindakan keperawatan

Kata kunci : Kepatuhan, Standar Prosedur Operasional, Kualitas Layanan

Daftar Pustaka : 19 (2010-2019)

*Abstract*

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*Relationship of Nurse Compliance Standard Operating Procedure of Nursing Actions with Quality of Service in Inpatient Clinic Dr. M. Suherman University of Muhammadiyah Jember*

*viii + 63 pages + 11 tables + 1 picture + 9 attachments*

*Abstract*

*Health service facilities must have nurses with good performance who will support service performance so that customer or patient satisfaction can be achieved. One of the efforts to maintain patient safety is by implementing Standard Operating Procedures (SOP) in every nurse's action. Standard Operating Procedures aim to improve services and avoid malpractice demands. The research method used in this study is a cross sectional method with a population of inpatients and the sample size in this study was 38 respondents with a sampling technique using Quota sampling. The results showed that the compliance of nurses in implementing the Standard Operating Procedure for Nursing Actions in the very obedient category was 52.6% and the Service Quality in the good category was 73.7%. Rho sperman test shows that there is a relationship between nurse compliance in carrying out standard operating procedures for nursing actions with service quality ( $p$  value = 0.000;  $r$  = 0.829). It is hoped that clinical services will continue to improve compliance through training related to nursing, service exelence training and training considering that there are still numbers of non-compliance with procedures, as well as periodic supervision of all forms of nursing action.*

*Key Words : Compliance, Standard Operating Procedures, Quality of Service*

*Bibliography : 19 (2010-2019)*

