

Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER
PROGRAM STUDI S1 KEPERAWATAN

Skripsi, Februari 2021

Jean Redo Alfurqon

Hubungan Pemberian Kenyamanan Oleh Perawat (Berdasarkan Pendekatan *Comfort Theory* Dari Katherine Kolcaba) Dengan Kepuasan Pasien Di Unit Gawat Darurat UPT Puskesmas Kasiyan Kabupaten Jember.

Ixii + 78 hal + 10 tabel + 1 bagan + 0 gambar + 11 lampiran

Abstrak

Pemberian kenyamanan oleh petugas kesehatan merupakan hal yang diberikan kepada pasien dan keluarganya akan memberikan kepuasan kepada mereka, karena membuat pasien dan keluarganya merasa dihargai, diperhatikan, dan dapat mengurangi kecemasan. Desain penelitian ini adalah kolerasional dengan menggunakan pendekatan *cross sectional* dengan tujuan untuk meneliti apakah ada hubungan implementasi asesmen kebutuhan edukasi dengan kepuasan pasien. Populasi penelitian ini berjumlah 65 responden dengan sampel sebanyak 56 responden. Tehnik sampling menggunakan *quota sampling*. Instrumen yang digunakan adalah kuisioner. Hasil uji statistik menggunakan uji statistik *Spearman Rho* dalam sistem komputerisasi dengan nilai $\alpha = 0,05$. Pelayanan Nyaman terhadap pemberian kenyamanan oleh perawat sebanyak 48 responden (85.7%). sedangkan mengatakan kurang nyaman terhadap pemberian kenyamanan oleh perawat 8 responden (14.3%) kemudian hasil analisis kepuasan pasien mengatakan puas 41 responden (73.2 %), cukup puas 8 responden (14.3%), dan kurang puas 7 responden (12.5%) hasil uji dengan menggunakan analisis *Spearman Rho* ($\alpha = 0,05$) diperoleh hasil P Value = 0,00 berarti ada hubungan pemberian kenyamanan oleh perawat dengan kepuasan pasien . Penelitian ini adalah Kenyamanan yang di berikan merupakan aspek penting untuk mengurangi rasa jenuh pasien yang menunggu pelayanan dan saat mendapat pelayanan di Unit Gawat Darurat khususnya pasien harus diberikan kenyamanan secara maksimal serta mutlak di berikan demi mutu pelayanan yang baik.

Kata kunci: Pemberian Kenyamanan, Kepuasan Pasien
Daftar Pustaka 19 (2010 - 2018)

Abstract
MUHAMMADIYAH JEMBER UNIVERSITY
STUDY PROGRAM OF S1 NURSING

Thesis, February 2021
Jean Redo Alfurqon

Relationship Of The Nurse's Convenience (Based On The Comfort Theory Approach Of Katherine Kolcaba) With Patient Satisfaction In UPT Emergency Unit Puskesmas Kasiyan Kabupaten Jember

Ixii + 78 pages + 10 tables + 1 chart + 0 pictures + 11 attachments

Abstract

Providing comfort by health workers is something that is given to patients and their families that will give them satisfaction, because it makes patients and their families feel valued, cared for, and can reduce anxiety. The design of this study was a correlational study using a cross sectional approach with the aim of examining whether there was a relationship between the implementation of the educational needs assessment and patient satisfaction. The population of this research is 65 respondents with a sample of 56 respondents. The sampling technique uses quota sampling. The instrument used was a questionnaire. Result statistical test using the Spearman Rho statistical test in a computerized system with a value of $\alpha = 0.05$. Pcomfortable service to providing comfort by nurses as many as 48 respondents (85.7%). Meanwhile, said 8 respondents (14.3%) were less comfortable with providing comfort, then the results of the patient satisfaction analysis said 41 respondents (73.2%) were satisfied, 8 respondents (14.3%) were quite satisfied, and 7 respondents (12.5%) were less satisfied with using the Spearman Rho analysis ($\alpha = 0.05$) the result is P Value = 0.00 means there is the relationship of providing comfort by nurses with patient satisfaction. This research is The comfort that is provided is an important aspect to reduce the boredom of patients who are waiting for service and when receiving services in the Emergency Unit, especially patients, must be given maximum comfort and absolutely given for good service quality.

Keywords: Providing Comfort, Patient Satisfaction
References 19 (2010 - 2018)