

ABSTRAK

UNIVERSITAS MUHAMMADIYAH JEMBER
PROGRAM STUDI PROFESI NERS
FAKULTAS ILMU KESEHATAN

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Iva Lufnatul Khoir

Persepsi Orang Tua terhadap Perilaku *Caring* Perawat Dalam Membangun Hubungan Terapeutik dengan Anak di Ruang Melati RSUD dr. H. Koesnadi Bondowoso

xiv + 87 halaman + 2 tabel + 11 lampiran

Abstrak

Pendahuluan: Rumah sakit merupakan lingkungan yang dapat menimbulkan ketakutan dan trauma pada anak akibat prosedur medis serta lingkungan yang asing. Perilaku *caring* perawat berperan penting dalam membangun hubungan terapeutik, memberikan rasa aman, dan mengurangi kecemasan anak. Penerapan *caring* yang optimal diharapkan meningkatkan kerja sama anak selama perawatan serta mutu pelayanan keperawatan pediatrik. **Metode:** Penelitian ini menggunakan desain kualitatif deskriptif dengan pendekatan analisis tematik Braun dan Clarke. Data dikumpulkan melalui observasi non-partisipatif terhadap perilaku *caring* perawat, wawancara semi-terstruktur dengan orang tua, serta dokumentasi. Seluruh data ditranskripsikan secara verbatim dan dianalisis untuk mengidentifikasi tema-tema yang menggambarkan implementasi perilaku *caring* dalam hubungan terapeutik.

Hasil: Hasil penelitian mengidentifikasi enam tema utama, yaitu pendekatan awal yang humanis, komunikasi terapeutik dan interaksi bermain, empati terhadap perasaan anak, konsistensi sikap positif perawat, dampak interaksi terhadap kenyamanan anak, serta penilaian keseluruhan terhadap perilaku *caring* perawat. Orang tua menilai perilaku *caring* mampu meningkatkan rasa aman, kerja sama anak selama tindakan, serta kepuasan terhadap pelayanan keperawatan.

Pembahasan: Perilaku *caring* perawat yang berlandaskan teori *Human Caring* Jean Watson mampu membangun hubungan terapeutik melalui pendekatan humanis, komunikasi terapeutik, empati, dan sikap positif yang konsisten. Penerapan perilaku tersebut meningkatkan rasa aman, kenyamanan, dan kerja sama anak selama perawatan. Namun, konsistensi komunikasi interpersonal dan ekspresi *caring* pada seluruh perawat masih perlu ditingkatkan.

Kata Kunci: Perilaku *Caring*, Hubungan Terapeutik, Persepsi Orang Tua, Keperawatan Anak.

ABSTRACT

MUHAMMADIYAH UNIVERSITY OF JEMBER
NURSING PROFESSION
FACULTY OF HEALTH SCIENCES

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Iva Lufnatul Khoir

Parents' Perceptions of Nurses' Caring Behavior in Building Therapeutic Relationships with Children in the Melati Ward at Dr. H. Koesnadi Bondowoso Regional General Hospital

xiv + 87 page + 2 table + 11 appendix

Abstrack

Background: Hospitals are environments that can cause fear and trauma in children due to medical procedures and an unfamiliar setting. Nurses' caring behavior plays a crucial role in building a therapeutic relationship, providing a sense of security, and reducing children's anxiety. The optimal application of caring is expected to improve children's cooperation during treatment and enhance the quality of pediatric nursing care. **Method:** This study employed a descriptive qualitative design using the thematic analysis approach proposed by Braun and Clarke. Data were collected through non-participatory observation of nurses' caring behaviors, semi-structured interviews with parents, and documentation. All data were transcribed verbatim and analyzed to identify themes that describe the implementation of caring behavior in the therapeutic relationship. **Results:** The study identified six main themes: a humanistic initial approach; therapeutic communication and playful interaction; empathy toward the child's feelings; consistency in the nurse's positive attitude; the impact of these interactions on the child's comfort; and an overall assessment of the nurse's caring behavior. Parents reported that caring behavior increased the child's sense of security, improved the child's cooperation during procedures, and enhanced their satisfaction with nursing care. **Discussion:** Caring behavior by nurses, based on Jean Watson's Human Caring theory, can foster therapeutic relationships through a humanistic approach, therapeutic communication, empathy, and a consistently positive attitude. The application of such behavior enhances children's sense of security, comfort, and cooperation during care. However, the consistency of interpersonal communication and expressions of caring among all nurses still needs to be improved.

Keyword: Hypertension; Caring behavior; Therapeutic relationship, Parental perceptions, Pediatric nursing.