

ABSTRAK

UNIVERSITAS MUHAMMADIYAH JEMBER
PROGRAM STUDI PROFESI NERS
FAKULTAS ILMU KESEHATAN

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Ananda Riskiyatul Maulidiyah, S.Kep

Persepsi Orang Tua terhadap Perilaku Caring Perawat Saat Melakukan Tindakan Keperawatan pada Anak dengan Penyakit Infeksi di Ruang Aster RSUD dr. Soebandi Jember

xvi + 109 halaman + 2 tabel + 1 gambar + 11 lampiran

Abstrak

Pendahuluan: Caring merupakan inti praktik keperawatan yang berperan penting dalam meningkatkan mutu pelayanan, terutama pada keperawatan anak. Anak dengan penyakit infeksi yang menjalani hospitalisasi sering mengalami kecemasan dan ketidaknyamanan selama tindakan keperawatan. Penelitian ini bertujuan mendeskripsikan persepsi orang tua terhadap perilaku caring perawat saat melakukan tindakan keperawatan pada anak dengan penyakit infeksi di Ruang Aster RSUD dr. Soebandi Jember. **Metode:** Penelitian ini menggunakan desain deskriptif kualitatif dengan pendekatan analisis tematik. Partisipan terdiri atas tiga orang tua pasien anak yang dipilih menggunakan teknik purposive sampling. Data dikumpulkan melalui observasi, wawancara semi-terstruktur, dan dokumentasi, kemudian dianalisis menggunakan *Thematic Analysis*. **Hasil:** Penelitian menghasilkan empat tema utama, yaitu sikap profesional perawat, komunikasi terapeutik, pendekatan emosional pada anak, dan dampak perilaku caring. Orang tua memersepsikan perilaku caring melalui sikap ramah, sabar, empatik, komunikasi yang jelas, kemampuan menenangkan anak, serta keterlibatan keluarga dalam perawatan. Perilaku tersebut meningkatkan kenyamanan anak, mengurangi kecemasan, serta meningkatkan kepercayaan dan kepuasan keluarga terhadap pelayanan keperawatan. **Pembahasan:** Perilaku caring yang memadukan kompetensi profesional, komunikasi terapeutik, dan perhatian terhadap kebutuhan emosional anak mampu menciptakan hubungan terapeutik yang baik serta mendukung pelayanan keperawatan anak yang berpusat pada keluarga.

Kata Kunci: Caring Perawat, Persepsi Orang Tua, Anak, Penyakit Infeksi, Keperawatan Anak

ABSTRACT

**MUHAMMADIYAH UNIVERSITY OF JEMBER
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Ananda Riskiyatul Maulidiyah, S.Kep

Parents' Perceptions of Nurses' Caring Behaviors During Nursing Procedures for Children with Infectious Diseases in the Aster Ward of RSUD dr. Soebandi Jember

xvi + 109 pages + 2 table + 1 figure + 11 appendices

Abstract

Introduction: Caring is the core of nursing practice and plays an essential role in improving the quality of healthcare services, particularly in pediatric nursing. Children with infectious diseases who undergo hospitalization often experience anxiety and discomfort during nursing procedures. This study aimed to describe parents' perceptions of nurses' caring behaviors during nursing procedures for children with infectious diseases in the Aster Ward of RSUD dr. Soebandi Jember.

Methods: This study employed a descriptive qualitative design using a thematic analysis approach. The participants consisted of three parents of hospitalized children selected through purposive sampling. Data were collected through observation, semi-structured interviews, and documentation, and analyzed using Thematic Analysis. **Results:** The study identified four major themes: nurses' professional attitudes, therapeutic communication, emotional support for children, and the impact of caring behaviors. Parents perceived caring behaviors through nurses' friendliness, patience, empathy, clear communication, ability to comfort children, and involvement of families in the care process. These behaviors enhanced children's comfort, reduced anxiety, and increased parents' trust and satisfaction with nursing care. **Discussion:** Caring behaviors that integrate professional competence, therapeutic communication, and attention to children's emotional needs foster effective therapeutic relationships and support the delivery of family-centered pediatric nursing care.

Keywords: Nurses' Caring Behavior, Parents' Perception, Children, Infectious Diseases, Pediatric Nursing.