

GAMBARAN PERILAKU *CARING* PERAWAT DAN KEPUASAN PASIEN DI RUANG RAWAT INAP RUMAH SAKIT PERTAMINA CILACAP

Overview of Nurses' Caring Behavior and Patient Satisfaction in the Inpatient Room of Pertamina Cilacap Hospital

Siti Kurniati¹, Dewi Prasetyani², Bejo Danang S³

^{1,2,3} Health Science Al-Irsyad University Cilacap
Jl. Cerme No. 24 Sidanegara Cilacap

ABSTRAK

Caring adalah perhatian perawat dengan sepenuh hati terhadap pasien kepedulian, empati, komunikasi yang lemah lembut dan rasa kasih sayang perawat kepada pasien. Perilaku *caring* perawat merupakan salah satu aspek yang sangat berhubungan dengan pelayanan keperawatan, karena *caring* mencakup hubungan antar manusia dan berpengaruh terhadap mutu pelayanan dan kepuasan pasien. Penelitian ini bertujuan untuk mengetahui gambaran perilaku *caring* perawat di ruang rawat inap RS Pertamina Cilacap. Jenis penelitian adalah deskriptif. Populasi penelitian yaitu semua pasien yang dirawat di ruang rawat inap dengan jumlah sampel 86 responden. Sampel diambil secara *probability sampling*. Pengumpulan data dalam penelitian ini dimulai bulan Maret sampai Juni 2024. Pengolahan data dilakukan secara univariat. Hasil univariat didapatkan 85% perawat di ruang rawat inap berperilaku *caring* baik, 15% perawat di ruang rawat inap berperilaku *caring* kurang baik, 59% pasien merasa puas, 41% pasien tidak puas. Diharapkan perawat dapat meningkatkan perilaku *caring* terhadap pasien dengan memperhatikan sikap senyum dan mendengarkan keluhan pasien dengan tulus dan ikhlas. Rumah sakit diharapkan memperhatikan perilaku *caring* perawat terhadap pasien.

Kata kunci : *Caring* perawat, kepuasan pasien

ABSTRACT

Caring is the nurse's wholehearted attention to the patient, care, empathy, gentle communication and the nurse's compassion for the patient. Nurses' caring behavior is one aspect that is closely related to nursing services, because caring includes relationships between people and influences the quality of service and patient satisfaction. This study aims to determine the description of nurses' caring behavior in the inpatient room at Pertamina Hospital Cilacap. This type of research is descriptive. The research population was all patients treated in inpatient rooms with a sample size of 86 respondents. Samples were taken using probability sampling. Data collection in this research began from March to June 2024. Data processing was carried out univariately. Univariate results showed that 85% of nurses in inpatient rooms had good caring behavior, 15% of nurses in inpatient rooms had poor caring behavior, 59% of patients were satisfied, 41% of patients were dissatisfied. It is hoped that nurses can improve caring behavior towards patients by paying attention to smiling attitudes and listening to patient complaints sincerely and sincerely. Hospitals are expected to pay attention to nurses' caring behavior towards patients.

Keywords: *Caring nurses, patient satisfaction*