

**HUBUNGAN MANAJEMEN WAKTU KUNJUNG DENGAN KEPUASAN  
KELUARGA PASIEN DI RUANG INTENSIVE CARE UNIT (ICU)  
RUMAH SAKIT UMUM DAERAH CILACAP**

*THE RELATIONSHIP OF VISITING TIME MANAGEMENT WITH PATIENT FAMILY  
SATISFACTION IN THE INTENSIVE CARE UNIT (ICU)  
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**ABSTRAK**

Kebijakan ruang ICU dengan pembatasan waktu kunjung bertujuan untuk memaksimalkan perawatan pada pasien dengan kondisi kritis. Manajemen waktu kunjung yang diterapkan rumah sakit diduga dapat mempengaruhi kepuasan keluarga pasien ruang ICU. Penelitian ini bertujuan untuk mengetahui hubungan manajemen waktu kunjung dengan kepuasan keluarga pasien di ruang *Intensive Care Unit* (ICU) Rumah Sakit Umum Daerah Cilacap. Jenis penelitian ini adalah deskriptif korelasional dan rancangan *cross sectional* terhadap 77 keluarga pasien yang dirawat di *Intensive Care Unit* (ICU) RSUD Cilacap yang diambil menggunakan metode *purposive sampling*. Analisis data menggunakan uji *Spearman Rank*. Hasil penelitian menunjukkan bahwa keluarga pasien di ruang *intensive care unit* (ICU) Rumah Sakit Umum Daerah Cilacap mayoritas mempunyai manajemen waktu kunjung kategori sedang (84,4%), keluarga pasien mayoritas puas (79,2%). Ada hubungan manajemen waktu kunjung dengan kepuasan keluarga pasien di ruang *intensive care unit* (ICU) Rumah Sakit Umum Daerah Cilacap ( $\rho = 0,780$ ,  $p_v = 0,000$ ,  $\alpha = 0,05$ ).

Kata kunci : Hubungan, manajemen, waktu kunjung, kepuasan, keluarga pasien.

**ABSTRACT**

*The ICU room policy by managing continuous hours aims to maximize care for patients with critical conditions. It is thought that time management implemented by hospitals can influence the satisfaction of families of ICU patients. This study aims to determine the relationship between time management and patient family satisfaction in the Intensive Care Unit (ICU) of the Cilacap Regional General Hospital. This type of research is a descriptive correlational and cross sectional plan for 77 families of patients treated in the Intensive Care Unit (ICU) of Cilacap Regional Hospital, taken using the purposive sampling method. Data analysis used the Spearman Rank test. The results of the study showed that the families of patients in the intensive care room (ICU) at the Cilacap Regional General Hospital had management time reaching the medium category (84.4%), the families of most patients were satisfied (79.2%). There is a relationship between satisfactory time management and patient family satisfaction in the intensive care unit (ICU) at the Cilacap Regional General Hospital ( $\rho = 0.780$ ,  $p_v = 0.000$ ,  $\alpha = 0.05$ ).*

*Key words: Relationship, management, arrival time, satisfaction, patient family.*