

HUBUNGAN KUALITAS PELAYANAN KEPERAWATAN DENGAN KEPUASAN PASIEN RAWAT INAP DI RSU MEDIKA LESTARI BANYUMAS

The Relationship Of The Quality Of Nursing Services With Inpatient Satisfaction At Medika Lestari Hospital Banyumas

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ABSTRAK

Kualitas pelayanan keperawatan merupakan faktor kunci dalam menentukan kepuasan pasien di rumah sakit. Penelitian ini bertujuan untuk mengetahui hubungan antara kualitas pelayanan keperawatan dengan kepuasan pasien rawat inap di RSU Medika Lestari Banyumas. Penelitian ini menggunakan desain deskriptif korelatif dengan pendekatan *cross-sectional* dengan sampel 35 pasien rawat inap. Instrumen penelitian berupa kuesioner kualitas pelayanan keperawatan dan kepuasan pasien. Analisis data menggunakan uji korelasi *Spearman Rank*. Hasil penelitian menunjukkan mayoritas responden (68,6%) menilai kualitas pelayanan keperawatan baik, sementara 71,4% menyatakan cukup puas dengan pelayanan. Hasil uji korelasi menunjukkan hubungan yang signifikan antara kualitas pelayanan keperawatan dan kepuasan pasien ($p\text{-value} = 0,001$, $cc = 0,518$). Kesimpulan: Terdapat hubungan yang cukup kuat dan positif antara kualitas pelayanan keperawatan dengan kepuasan pasien rawat inap. Peningkatan kualitas pelayanan keperawatan dapat meningkatkan kepuasan pasien. Rumah sakit perlu mengimplementasikan program peningkatan kualitas pelayanan keperawatan yang komprehensif dan berkelanjutan untuk meningkatkan kepuasan pasien dan kualitas pelayanan secara keseluruhan.

Kata Kunci : Kualitas pelayanan keperawatan, Kepuasan pasien, Rawat inap

ABSTRACT

The quality of nursing services is a key factor in determining patient satisfaction in hospitals. This study aims to determine the relationship between the quality of nursing services and the satisfaction of inpatients at RSU Medika Lestari Banyumas. This study used a correlative descriptive design with a cross-sectional approach with a sample of 35 inpatients. The research instrument was a questionnaire on the quality of nursing services and patient satisfaction. Data analysis used the Spearman Rank correlation test. The research results showed that the majority of respondents (68.6%) assessed the quality of nursing services as good, while 71.4% said they were quite satisfied with the service. The correlation test results show a significant relationship between the quality of nursing services and patient satisfaction ($p\text{-value} = 0.001$, $cc = 0.518$). Conclusion: There is a fairly strong and positive relationship between the quality of nursing services and inpatient satisfaction. Improving the quality of nursing services can increase patient satisfaction. Hospitals need to implement comprehensive and sustainable nursing service quality improvement programs to increase patient satisfaction and overall service quality.

Keywords: *Quality of nursing services, patient satisfaction, inpatient care*