

Pengaruh pelatihan perilaku caring terhadap motivasi perawat dan kepuasan pasien di instalasi rawat inap Rumah Sakit Royal Progress Jakarta = The effect of training on caring behavior to nurses motivation and patient satisfaction at installation of hospitalization royal progress Hospital Jakarta

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh pelatihan perilaku caring terhadap motivasi perawat dan kepuasan pasien di Instalasi Rawat Inap RS Royal Progress Jakarta. Penelitian ini menggunakan metode pre experimental design. Jumlah sampel adalah 32 perawat dan 80 pasien. Hasil penelitian menunjukkan ada peningkatan yang signifikan (p value $< 0,05$) pada penerapan perilaku caring perawat, motivasi perawat dan kepuasan pasien, sesudah perawat mendapatkan pelatihan perilaku caring.

Kesimpulan dari penelitian ini adalah ada pengaruh pelatihan perilaku caring terhadap motivasi perawat dan kepuasan pasien di Instalasi Rawat Inap RS Royal Progress Jakarta. Berdasarkan penelitian ini disarankan agar RS Royal Progress Jakarta meningkatkan terus kemampuan profesional caring perawat dengan pelatihan perilaku caring secara rutin dan menjadikan karatif caring Watson sebagai standar perilaku caring perawat dalam pemberian asuhan keperawatan.

.....The purpose of this research was to identify the effect of training on caring behavior to nurses motivation and patient satisfaction in Installation of Hospitalization Royal Progress Hospital Jakarta. This research used preexperimental design method. The total sample were 32 nurses and 80 patients. The result research showed the implementation of the nurses-caring behavior, nurses motivation and pateint satisfaction significant increase (p value $< 0,05$) after getting the caring behavior training.

The conclusion of this research: there was an effect of training on caring behavior to nurses motivation and patient satisfaction at intallation of Hospitalization Royal Progress Hospital Jakarta. Based on this research, it was suggested that the Royal Progress Hospital should continue to improve the nurses caring professional ability through training related to caring behavior regularly and make Watson's carative factors as a nurses caring behavior standard in the provision of nurse care to patients.