

Hubungan antara penerapan supervisi kepala ruang dengan kepuasan pasien di Rumah Sakit Dr. H. Soewondo Kendal = The relationship between implementation of supervision by head nurse and patients satisfaction in Dr. H. Soewondo General Hospital Kendal

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Abstrak

Supervisi Kepala Ruang terhadap perawat pelaksana penting dalam meningkatkan kualitas asuhan keperawatan yang mereka berikan, sehingga dapat meningkatkan kepuasan pasien. Tujuan penelitian ini mengidentifikasi hubungan antara persepsi perawat terhadap penerapan supervisi kepala ruang dan kepuasan pasien atas pelayanan asuhan keperawatan yang diberikan perawat pelaksana. Desain penelitian menggunakan deskriptif korelatif dengan menggunakan pendekatan Cross Sectional. Teknik sampling dengan Purposive Sampling terhadap 94 pasien dan 94 perawat. Analisis statistik menggunakan Chi Square. Penelitian mendapatkan hasil bahwa supervisi berhubungan dengan kepuasan pasien ($p=0,002$; $=0,005$; $OR=4,762$, $CI=95\%$), sedangkan karakteristik pasien tidak berhubungan. Penelitian ini merekomendasikan untuk memperbaiki proses supervisi dan perbaikan asuhan keperawatan oleh perawat pelaksana terutama komunikasi, kecepatan tanggap, kepedulian dan pengetahuannya untuk menjawab pertanyaan pasien demi kepuasan pasien.

.....Head nurse's supervision is important to enhance the quality of nursing care they provide, thereby increasing patients' satisfaction. This study aimed to identify the relationship between the implementation of head nurse's supervision perceived by nurse staff and patients' satisfaction with nursing care. This study used descriptive correlative design and cross-sectional approach. Purposive sampling technique was utilized to involve 94 patients and 94 nurse staff. The patients and nurses were given validated questionnaires to obtain data about satisfaction and supervision implementation respectively. Statistical analysis using Chi Square identified that supervision was associated with patients' satisfaction ($p = 0.002$; $= 0.005$; $OR = 4.762$, $CI = 95\%$), while patients' characteristics has no contribution to patients' satisfaction. The study recommends to improve supervision by head nurse and quality of nursing care. In order to enhance patients' satisfaction, aspects should be developed are communication, responsiveness, concern and knowledge to answer patients' questions