

Hubungan motivasi dan kinerja perawat di ruang rawat inap dengan kepuasan pasien = Motivation and performance relationship in the room inpatient nurse with patient satisfaction

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Abstrak

[ABSTRAK]

Motivasi dan kinerja perawat dapat mempengaruhi pelayanan kepada pasien termasuk didalamnya kepuasan pasien. Penelitian ini bertujuan untuk mengetahui motivasi dan kinerja perawat pelaksana terhadap kepuasan pasien ruang rawat inap di RS. Desain penelitian ini merupakan deskriptif korelasi dengan pendekatan potongan lintang (cross-sectionl) menggunakan sampel sebanyak 75 responden yang dipilih dengan teknik acak secara sederhana (simple random sampling). Instrumen yang digunakan terdiri dari data motivasi, kinerja perawat dan kepuasan pasien. Hasil penelitian menunjukkan sebagian besar perawat mempunyai motivasi kurang 52%. Sebagian besar mempunyai kinerja baik 56% dan sebagian pasien puas terhadap pelayanan sebanyak 57,3%. Hasil dari penelitian menunjukkan bahwa tidak ada hubungan antara motivasi perawat dengan kinerja perawat($p>0,05$), hasil dari penelitian menunjukkan bahwa tidak ada hubungan antara motivasi dan kepuasan pasien ($p>0,05$), dan tidak ada hubungan antara kinerja dan kepuasan pasien ($p>0,05$). Hasil penelitian menyarankan upaya-upaya peningkatan motivasi dan kinerja perawat yang lebih sejahtera yang dapat diterapkan serta diharapkan dapat meningkatkan tingkat kepuasan pasien.

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<i>ABSTRACT</i>

;Motivation and nurses can affect the performance of services to patients including patient satisfaction. This study aimed to determine the motivation and performance of nurses on patient satisfaction wards in hospital inpatient room . This study design was a descriptive correlation with the approach cross section (cross-sectionl) used a sample of 75 respondents were selected by random techniques (simple random sampling). The instrument used consisted of motivation of data, the performance of nurse and patient satisfaction. The results showed the majority of nurses are motivated less 52%. Most have a good performance and a 56% majority of patients are satisfied with the services as much as 57.3%. The results of the study showed that there was no relationship between motivation and performance of patients ($p> 0.05$), there was no relationship between motivation and patient satisfaction ($p> 0.05$), and there was no relationship between performance and patient satisfaction ($p> 0.05$). The results of the study suggested efforts to increase motivation and performance more prosperous nurses that can be applied and is expected to increase the level of patient satisfaction., Motivation and nurses can affect the performance of services to patients including patient satisfaction. This study aimed to determine the motivation and performance of nurses on patient satisfaction wards in hospital inpatient room . This study design was a descriptive correlation with the approach cross section

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