Gambaran persepsi pasien mengenai kinerja perawat di ruang rawat inap RSUD Bekasi = Descriptive of patient s perception of nurse performance in inpatient ward of RSUD Bekasi

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Abstrak

ABSTRAK
Perawat merupakan tenaga kesehatan di rumah sakit yang berhubungan langsung dengan pasien. Kinerja perawat merupakan komponen utama dalam kepuasan pasien. Tujuan dilakukannya penelitian ini untuk menilai persepsi pasien mengenai kinerja perawat. Persepsi pasien mengenai kinerja perawat yaitu penilaian pasien terhadap kualitas keperawatan, sikap dan perilaku perawat. Metode penelitian menggunakan stratified sampling pada 107 responden yang terdiri dari 20 responden kelas I, 23 responden kelas II, 64 responden kelas III. Hasil penelitian diperoleh bahwa kualitas asuhan keperawatan dipersepsi baik (63,6%), sikap perawat dipersepsikan baik (50,5%) dan perilaku perawat dipersepsikan baik (61,7%). Dapat disimpulkan, persepsi pasien mengenai kinerja perawat perlu ditingkatkan. Peningkatan kinerja perawat di ruang rawat inap RSUD Bekasi dengan meningkatkan kualitas asuhan keperawatan sesuai dengan standar operasional prosedur dan berfokus pada pelayanan patient centered care, memberikan sikap yang ramah, proaktif, responsif, terhadap pasien dan juga memberikan komunikasi yang efektif terhadap pasien dan keluarga.
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ABSTRACT
Nurses are the health professional in hospital that have direct contact to the patient. Nurse performance is a main component in patient satisfaction. The purpose of this study is to assess patient perception related to nurse performance. Patient perception of nurse performance is the patient assessment toward nursing care quality, nurse attitude and nurse behavior. This study used stratified sampling on 107 respondents which consisted of 20 respondents from class I, 23 respondents from class II, 64 respondents from class III. This study showed nursing care quality was perceived good (63,6%), nurse attitude was perceived good (50,5%) and nurse behavior was perceived good (61,7%). It can be concluded that patient perception dealing with nurse performance need to be improved, thus the improvement of nurse performance is needed in inpatient ward of RSUD Bekasi, and it can be increased by improving nursing care quality based on standard operating procedure and focusing on patient centered care service, provide attitudes which are friendly, proactive and responsive toward patient and delivering an effective communication toward patient and their family.
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