

Persepsi pasien terhadap pelayanan keperawatan di Rumah Sakit Umum Daerah Sogaten Kota Madiun = Patient perception of nursing service at RSUD Sogaten in Madiun District

Muhidin, author

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Abstrak

Pelayanan rawat inap merupakan pelayanan utama di rumah sakit yang diberikan melalui multidisiplin profesi kesehatan dan non kesehatan. Perawat merupakan profesi yang memiliki intensitas interaksi paling luas dengan pasien dan keluarganya. Mutu pelayanan keperawatan yang diberikan oleh perawat merupakan hasil dari harapan ideal yang dipersepsikan pasien dengan kenyataan yang diterima. Perilaku caring perawat merupakan inti pelayanan keperawatan yang merupakan faktor penentu kualitas pelayanan keperawatan. Penelitian ini bertujuan untuk mendeskripsikan persepsi pasien terhadap pelayanan keperawatan di RSUD Sogaten kota Madiun.

Desain penelitian yang digunakan adalah fenomenologi deskriptif menurut Spiegelberg (1975) dengan teknik pengambilan sampel convenience sampling sejumlah 7 informan. Pengumpulan data menggunakan teknik indepthinterview dengan bentuk pertanyaan open-ended semi terstruktur. Hasil wawancara direkam dengan tape recorder, kemudian ditranskrip verbatim dan dianalisis menggunakan metode Colaizzi (1978). Etika penelitian diperhatikan dengan menggunakan prinsip autonomy, confidentiality serta protection from discomfort. Keabsahan data dijamin memenuhi prinsip credibility, transferability, dependability dan conformability.

Penelitian menghasilkan 18 tema tentang persepsi pasien terhadap pelayanan keperawatan : alasan utama memilih rawat inap; alasan penunjang memilih rawat inap; puas pada pelayanan keperawatan; kecewa pada pelayanan keperawatan; toleran pada pelayanan keperawatan; sikap dalam merawat; atribut perawat; kemampuan kognitif; kemampuan teknis; pengelolaan tugas; pemenuhan gizi; pemeliharaan lingkungan; pelaksanaan program terapi; aktivitas perawatan; perilaku perawat; penataan SDM keperawatan; pengembangan layanan keperawatan dan pengembangan strategis.

Penelitian ini menyimpulkan bahwa pelayanan keperawatan yang dilaksanakan di RSUD Sogaten kota Madiun belum memenuhi harapan pasien, penerapan prinsip caring oleh perawat belum optimal, yang disebabkan oleh terbatasnya jumlah perawat baik secara kuantitas maupun kualitas. Pemerintah kota Madiun sebagai pengambil kebijakan disarankan untuk membenahi SDM keperawatan dengan cara menambah jumlah perawat, seleksi tenaga perawat yang kompeten, evaluasi kinerja, pendidikan dan latihan, dan supervisi keperawatan.

.....The primary service of hospital is in-patient service which is given by multi discipline of health and non health profession. Nurse is a profession which having widest interaction intensity with patient and family. Nursing service quality which is given by nurse is a result of ideal hope which patient perception by received reality. Caring behavior of nurse is a core of nursing service which is a determinant of nursing service quality. The objectives of this study is to explore the patient perception related to nursing services at RSUD Sogaten in Madiun District.

This study used a descriptive phenomenology according to Spiegelberg (1975) by convenience sampling technique from 7 informants. Collecting data used in-depth interview technique in form of open-ended

question by structural. Interview result recorded by tape recorder, and then it was transcribed by verbatim and it was analyzed by Colaizzi method (1978). Ethical considerations used principles of autonomy, confidentiality and also protection from discomfort. Authenticity of data was guaranteed can fulfill principles of credibility, transferability, dependability and conformability.

Study yield 18 themes concerning patient perception to nursing service: main reason to choose inpatient; reason of supporter choose taking care of to lodge; satisfied at service of treatment; satisfaction of nursing service; lenient of nursing service; attitude of nursing; nurse attribute; cognitive ability; technical ability; job management; nutrition accomplishment; environment maintenance ; execution of therapy program; nursing activity; nurse behavior; settlement of nursing human resources; nursing service and strategic development. This conclusions of this study is nursing services at at RSUD Sogaten in Madiun District did not fulfill patient hope yet, applying of caring principle by nurse is not optimal yet, because of limited amount of nurses both amounts and qualities. Government in Madiun District as policy maker was suggested to correct nursing human resources by the way of adding amount of nurse, select a competence nurse, performance evaluation, education, practice and nursing supervise.