

## Citra perawat menurut perspektif pasien di rumah sakit pemerintah di wilayah Blitar, Jawa Timur = Image of nurses as perceived by patients hospitalized at a Public Hospital in Blitar, East Java

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### Abstrak

Pasien selalu menginginkan dirawat oleh perawat profesional. Perawat merupakan tenaga kesehatan terbanyak di rumah sakit, 24 jam bersama pasien, namun keberadaan perawat sering terlupakan. Pengakuan terhadap perawat masih banyak diragukan. Tujuan penelitian adalah mendapatkan gambaran bagaimana pandangan pasien terhadap citra perawat. Studi kualitatif fenomenologi belum banyak dilakukan untuk menggali pengalaman pasien tentang citra perawat setelah pasien dirawat di rumah sakit. Partisipan dipilih menggunakan metode purposif dengan kriteria berusia minimal 18 tahun dan telah menjalani perawatan minimal 3 hari di Bapelkes RSUD Ngudi Waluyo Blitar. Enam partisipan berperan dalam penelitian ini. Data dikumpulkan melalui wawancara mendalam dan dilengkapi dengan catatan lapangan. Wawancara direkam kemudian dibuat transkrip wawancara. Ada 13 tema yang diperoleh untuk menjawab tujuan penelitian. Sikap perawat, ketrampilan dan kegiatan perawat merupakan tiga tema yang didapat dari pandangan pasien terhadap perilaku perawat. Pandangan terhadap pelayanan keperawatan terwakili oleh tiga tema yakni kualitas pelayanan keperawatan, aturan dan penilaian terhadap layanan. Satu tema status perawat merupakan hasil dari pandangan pasien terhadap peran fungsi perawat. Makna pengalaman terhadap pelayanan keperawatan diwakili oleh dua tema yakni penilaian citra positif dan penilaian citra negatif. Profesionalisme perawat, pengembangan layanan, aktivitas perawat dan meningkatkan citra adalah empat tema yang mewakili harapan pasien terhadap pelayanan keperawatan. Penilaian citra positif pasien yang dirawat di Bapelkesmas RSUD Ngudi Waluyo tentang pelayanan keperawatan menjadi makna pengalaman pasien yang telah menggeser penilaian citra negatif walaupun masih ada makna pengalaman penilaian citra negatif dari partisipan. Hasil penelitian ini memberikan implikasi berupa informasi yang bermanfaat untuk memperbaiki citra perawat, melalui perbaikan pelayanan, dukungan penentu kebijakan dan mempersiapkan calon perawat profesional dengan baik dan benar.

.....Patients always expect to get a professional nursing care. Among other health care professionals, the number of nurses have been regarded as the majority. However the existence of nurses has been overlooked. The existence of the nurses in some parts has remained ignored. This study was intended to get descriptions of patient's perception on the nurses image. There has been limited exploration on the image of nurses perceived by patients who admitted in the hospital. Six participants were chosen using a purposive sampling method, who were at the minimum age of 18 years old and had been admitted at Ngudi Waluyo General Hospital at least 3 days. The data were gathered thorough in-depth interviews and field notes. The interviews were recorded and transcribed. There were 13 themes revealed from this study. Nurses' behaviors, skills and nurses' activities were the three themes concerning the patients' perceptions on the nurses' behaviors. The themes on the nursing services included the quality of nursing services, rules and evaluation on the services. One theme on the nurses' role and functions of nurses was a theme of the status of nurses. Other theme on the patients' experiences included the positive and negative experiences. Further more, themes on the patients expectation to the health care services consisted of four different themes;

nurses professionalism, services development, nurses' activities and improve the nurses' image. The positive experience of the participants on the nursing services substituted the negative experiences of the participants. This study provided valuable information used for enhancing nurses' image thorough the improvement of nursing service, policies and better preparations of the professional graduates nurses.