

Perilaku caring perawat dan hubungannya dengan kepuasan klien di Instalasi Rawat Inap Bedah Dewasa di Rumah Sakit Dr. Mohammad Hoesin Palembang Tahun 2002 = The nurse behavior related caring behavior and its relationship to patient satisfaction at Adult Surgery Inpatient Ward of General Hospital of Dr. Mohammad Hoesin, Palembang, 2002

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Abstrak

Caring dalam keperawatan adalah hal yang sangat mendasar, caring merupakan "heart" profesi, artinya sebagai komponen yang fundamental dan fokus sentral serta unik dari keperawatan. Fenomena di lapangan mengindikasikan adanya kecenderungan perawat tidak caring dalam memberikan asuhan keperawatan kepada klien yang berdampak pada kualitas asuhan yang pada akhirnya mempengaruhi kepuasan klien terhadap pelayanan keperawatan khususnya dan pelayanan kesehatan secara menyeluruh. Berkaitan dengan itu maka penelitian ini bertujuan untuk mengetahui gambaran perilaku caring perawat dan hubungannya dengan tingkat kepuasan klien. Rancangan penelitian adalah cross sectional, populasi penelitian adalah seluruh klien pasca bedah yang dirawat sebanyak 299 orang, dengan sampel 101 orang. Data yang dikumpulkan adalah data primer, melalui angket. Perilaku caring perawat dan tingkat kepuasan klien diidentifikasi dengan instrumen yang merupakan modifikasi A Care Q-Questionnaire terdiri dari 6 komponen caring yaitu ; kesiapan membantu; penjelasan dan kemudahan; kenyamanan; tindakan antisipasi; membina hubungan saling percaya dengan klien; pemantauan dan pengawasan. Pengolahan data dilakukan dengan bantuan perangkat lunak komputer. Analisa data menggunakan analisis univariat (distribusi frekuensi), bivariat (kai-kuadrat), dan multivariat (regresi logistik). Dari karakteristik klien diketahui proporsi wanita dan pria relatif seimbang (54,5%, 45,5%), lebih dari separuh berusia diatas 35 tahun (56,5%), sebagian besar pendidikan rendah (62,3%), bekerja (63,4%), dirawat dikelas III (62,4%). dan biaya perawatan ditanggung (ASKES dan 3PS) 55,4%. Hampir separuh perawat dinilai tidak caring (48.5%), secara umum caring perawat termasuk kategori cukup ( $X = 5.94$ ). Komponen caring yang cukup baik adalah kesiapan membantu ( $X = 6,77$ ), sedangkan penjelasan dan kemudahan memiliki nilai terendah ( $X = 5,51$ ). Sebagian besar klien tidak puas terhadap perilaku caring perawat (79,2%). Komponen yang memberikan kontribusi terbesar terhadap kepuasan adalah kesiapan membantu ( $X = 20,35$ ) dan terendah penjelasan dan kemudahan ( $X = 14,73$ ), namun secara proporsi menunjukkan kecenderungan semakin baik caring perawat akan meningkatkan proporsi kepuasan klien. Uji multivariate menunjukkan kesiapan membantu merupakan komponen yang paling dominan memberikan kepuasan kepada klien (OR 3,9516), dan karakteristik klien bukan merupakan confounder terhadap komponen kesiapan membantu (perbedaan < 10%). Dari hasil penelitian dapat ditarik kesimpulan bahwa perawat belum sepenuhnya berperilaku caring dalam memberikan asuhan keperawatan, dan tingkat kepuasan klien masih sangat rendah. Dari keenam komponen caring, hanya kesiapan membantu yang berhubungan secara bermakna dengan kepuasan klien (p value 0.015). Beberapa saran yang dapat direkomendasikan kepada pihak yang berkepentingan adalah manajerial Perjan RSMH Palembang agar mengupayakan peningkatan sikap dan perilaku caring perawat. Bagi institusi pendidikan untuk melatih dan menanamkan sikap dan perilaku caring, organisasi profesi melakukan pembinaan secara

intensif terhadap anggotanya. Bagi perawat sendiri agar menjadi role model bagi lingkungan, dan bagi peneliti lain agar menggunakan desain dan metoda yang berbeda seperti quasi eksperimen atau metoda kualitatif

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Caring in nursing is a matter of foundation of nursing services. It is the heart of nursing profession. Caring becomes a fundamental component and central focus, and also unique of nursing care. The phenomena in the clinical field showed that there was a tendency of nurses who were not caring when they gave services. The Nursing care of the patient will influence the quality of caring, finally affected to patient satisfaction, especially in the entirely health service. This study aims to determine the description of behavior on caring's nurses and its relationships to patient satisfaction level. The study's design used cross-sectional, the population of this study is 299 post operative patients at in-patient's wards. With the sample number is 101 patients. The data source was obtained from primary data, which were collected through questionnaire. The caring behavior nurses and the level of patient satisfaction is classified using instrument which is modified from A care - Q questionnaire. It consists of six components of caring, they are accessible; explains and facility; comfort; anticipates; trusting relationship; monitor and follows. The data analyzing used computer software, by univariate (frequency distribution), bivariate (chi-square), and multivariate (multiple regression logistic) analysis. The patients characteristics were found male and female sexes are balancing (54.5%; 45.5%), most of them > 35 years old (56,5%), lower education (62.3%), working (63.4%), hospitalized at economics-class (62.4%), and pay the hospital fee insurance 55,4% (Askes & JPS). Based on univariate analysis it is known that almost a half nurses are not performing caring behavior (48.5%), and in general the categorized of nurses caring behavior is enough ( $\bar{X}$  5.94). The accessible component in caring is good ( $\bar{X}$  6.77), however the component of explains and facility has the lowest score ( $\bar{X}$  5.51). The most of patients were not satisfaction to caring behavior of nurses (79.2%). The component that most contribute to patient satisfaction is accessible ( $\bar{X}$  20.35), and the lowest is explains and facility (14.73). However purposively other components showed to tend positive. The more nurses performed caring behavior, the most patient satisfaction will be achieved. In multivariate analysis the component which has dominant relationship to patient satisfaction is accessible (OR 3,9516). After controlled by explains and facility components, and trusting relationship, the characteristic of patients are not confounded to accessible (different < 10%). Based on this study, it can be concluded that nurses in giving nursing care is not performing optimal caring behavior. The level of patient satisfaction to nursing care is still low. Out of six components, accessible is the component that having significant relationship to patient satisfaction (p value 0.015). Some suggestions that can be recommended to stake holders are the managerial of RSMH, public service enterprise of Palembang should provide improvement on attitude and caring behavior of their nurses. For education Institution to train and educate the attitude and caring behavior to their students, to the profession organization should give guidance intensively to their members. For nurses themselves should be a Role Model for their environment. For other researchers should develop other designs and different methods such as quasi experimental or qualitative method.</i>