

Analisis faktor-faktor yang berhubungan dengan kepuasan klien terhadap perilaku caring perawat pelaksana di instalasi rawat inap pusat medik RS. Immanuel Bandung = Analysis of factor that's correlation with satisfaction of client to attitude caring nurses of provider in installation of ward live center medic of Hospital Immanuel Banding

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Abstrak

Belum optimalnya pelayanan kesehatan dan keperawatan kepada masyarakat. hal ini ditunjukkan dari keluhan klien yang dirawat di rumah sakit Immanuel dari 6 keluhan: 2 ditujukan perawat kurang perhatian terhadap klien, 1 keluhan kurang tanggap terhadap keluhan klien dan 3 keluhan kurang memperhatikan fasilitas yang ada di ruangan sehingga perlu dilakukan studi penelitian yang bertujuan untuk mengetahui faktor-faktor yang berhubungan dengan kepuasan klien terhadap perilaku caring perawat pelaksana di IRIPM rumah sakit Immanuel Bandung. Populasi pada penelitian ini seluruh klien dewasa yang dirawat di IRIPM rumah sakit Immanuel Bandung, berjumlah 5 ruangan, rata-rata selama bulan Januari - Maret 2005 sebanyak 2494 orang. Jumlah sampel 106 orang, menggunakan teknik random sampling dengan metode quota.

Desain penelitian deskriptif analitik dengan pendekatan cross sectional, instrumen berupa kuesioner dibuat sendiri, telah diuji validitas kuesioner A (Alpha Cronbach=0.7793), kuesioner B sebesar 0.9758 dan reabilitas $r > r$ table. Data dianalisis secara univariat, bivariat (Chi-Square), dan multivariat untuk uji regresi logistik.

Hasil penelitian secara umum 69% dari responden puas terhadap perilaku caring perawat pelaksana, persepsi klien 90% responden puas terhadap sembilan komponen perilaku caring hasil analisis korelasi dengan $\alpha = 0.05$ ada hubungan yang signifikan antara faktor pendidikan, penghasilan, status pernikahan dan image dengan kepuasan klien terhadap perilaku caring perawat pelaksana. Kesimpulan penelitian ini dari kesembilan komponen perilaku -caring ada satu dimensi tentang kesabaran berada di kuadran satu (harapan tinggi kinerja rendah). hal ini bisa disebabkan karena tidak sesuai dengan pendistribusian perawat masing-masing ruangan, faktor pribadi/sifat perawat itu sendiri, pihak rumah sakit perlu memperhatikan dan memperbaiki kinerjanya dengan cara: melakukan test psikotest pada saat penerimaan perawat baru, meninjau ulang pendistribusian perawat.

Still not maximally health services and nursing to society. So that is complaint from client that to be cared in hospital Immanuel Bandung from six complaint: two target less nurses attention to client, one complaint dabile awareness to client ant three complaint distention facility that is there in wards that mean for to know factors that correlation with satisfaction client to attitude caring nurses provider in installation of ward live center medic of hospital Immanuel Bandung. Populace in this research all of adult client that be caring in installation of ward live center medic hospital Immanuel Bandung total of ward 5 Aproximality as long as 3 last month (January - March 2005) total 2494 peoples. Sample 106 people, for every ward using technical random sampling with method quota.

The sign of this research analysis of descriptive with approach cross sectional, instrument as like as questioner make it. after test validities questioner A it cronbrach = 0.7793, questioner B 0.9758 and reability $r > r$ table. Analysis data used univariat, bivariat (Chi-Square), and multivariat.

The result of this research infects 69% from respondent satisfaction to attitude caring nurses? provider and assumption to client >90% satisfaction to nine attitude caring .result of analysis correlation with $\alpha=0.05$ there is correlation that significant between factor education, result cost living, status marriage and image with satisfaction client to attitude caring nurses provider. In conclusion this research from nine attitude caring there is one dimension about loyal that in quadrant one (Expectation high but performance low) so it is cause of by floe equal distributions of nurses or factor behavior/character nurses that is self, from hospital Immanuel Bandung need attention and correctly workers with method: used psikotest recruitment new nurses and evaluation distributions nurses.</i>