

## Hubungan antara kepuasan kerja dengan persepsi perawat terhadap mutu asuhan keperawatan di Rumah Sakit Umum Cut Mutia Lhokseumawe tahun 2002

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### Abstrak

Menghadapi pasar global dimana persaingan menjadi sangat terbuka, maka rumah sakit harus mampu merubah paradigmanya sehingga berorientasi kepada pelanggan dan mutu pelayanan.

Diketahui mutu pelayanan adalah bersifat abstrak, banyak penelitian sudah memberi definisi mutu pelayanan rumah sakit termasuk asuhan keperawatan. Mutu asuhan keperawatan erat kaitannya dengan nilai-nilai yang dianut oleh perawat sebagai pemberi jasa yang, disediakan rumah sakit dan pasien pasien sebagai penerima jasa pelayanan.

Desain penelitian adalah cross sectional dan merupakan penelitian survey dengan penyebaran kuesioner terhadap 140 perawat yang bekerja pada Rumah Sakit Cut Mutia Lhokseumawe. Ada lima faktor yang dipakai untuk mengukur kepuasan kerja perawat, yaitu berdasarkan kepuasan penghasilan, peluang promosi, kondisi kerja, pengawasan, dan kerja tim. Dimensi tangible, reliability, responsiveness, assurance dan empathy digunakan untuk mengukur persepsi mutu asuhan keperawatan.

Dari hasil penelitian ditemukan bahwa ada hubungan yang berarti antara kepuasan kerja perawat dengan persepsi mutu asuhan keperawatan, dimana makin tidak puas seorang perawat dalam tugasnya menunjukkan makin tidak sesuai persepsi mutu asuhan keperawatan yang diberikan ( $p$ -value = 0,001). Hal ini juga erat kaitannya dengan karakteristik perawat itu sendiri. Keseluruhan faktor kepuasan 78.6% responden tidak puas dalam kerjanya dan 51.4% responden mempunyai persepsi mutu asuhan keperawatan yang diberikan tidak sesuai dengan keseluruhan dimensi mutu pelayanannya.

Hasil penelitian ini diharapkan dapat digunakan oleh manajemen rumah sakit sebagai salah satu acuan untuk menyusun strategi perbaikan mutu pelayanan rumah sakit dan kepuasan kerja pegawainya.

*Facing the global market, which open competition, the hospital need to change their paradigm to be quality service-centered and patient oriented.*

Since quality is a relative term, many health service researchers have defined quality of hospital services including nursing health care. Nursing health care realized that quality is to a large extent is determine by the conditions and values of Nurses as the service provider of hospital as well as the patients as the recipient of the health care services.

The research design was cross sectional on a survey of 140 nurses at Lhokseumawe General Hospital. The questionnaire contains five dimension, which are tangible, reliability, responsiveness, assurance, and empathy that describe perception of nurses on quality of nursing health care who's provide the services in

hospital. There are also contains five factor of nurses job satisfaction that are salary, promotion, work condition, control, and teamwork satisfaction. Both quality of nursing health care and nurses job satisfaction have scale that qualify or unqualified of nursing health care perception and satisfy or unsatisfied of nurses job on his/her work.

The investigation show that have had the significant association between nurses job satisfaction and quality of nursing health care perception where if a nurse was unsatisfied on his/her work job, then perception of nursing health care was also unqualified for nurse itself (p-value = 0.001). The overall satisfaction there are 78.6% of respondent were unsatisfied on his/her job work and 51.4% of respondent were unqualified on perception of nursing health care itself.

The results of this research is expected to provide the Lhokseumawe General Hospital with data and information in developing the hospital service quality improvement and job satisfaction in term of sustainable development.</i>