

## ABSTRAK

### HUBUNGAN KUALITAS PELAYANAN KEPERAWATAN DENGAN KEPUASAN PASIEN RAWAT INAP DI RUANG AROFAH RSI GARAM KALIANGET

Oleh : Yustika Wulandari

Penelitian tentang Hubungan Kualitas Pelayanan Keperawatan Dengan Kepuasan Pasien Rawat Inap Di Ruang Arofah RSI Garam Kalianget, dilaksanakan pada bulan Oktober 2018 sampai November 2018 di RSI Garam Kalianget. Tujuan penelitian ini, adalah untuk mengidentifikasi hubungan kualitas pelayanan keperawatan terhadap kepuasan pasien rawat inap di Rumah Sakit Islam Kalianget. Desain penelitian ini menggunakan *cross sectional* dengan variabel yang diukur kualitas pelayanan keperawatan, kepuasan pasien rawat inap dan Hubungan Kualitas Pelayanan Keperawatan Dengan Kepuasan Pasien Rawat Inap.

Hasil penelitian menunjukkan sebagian besar 83,50% pasien dan keluarga memberikan nilai baik kualitas pelayanan, sebagian besar 77,20% pasien dan keluarga menyatakan puas atas pelayanan keperawatan di Ruang Arofah RSI Garam Kalianget. Analisa dengan uji statistik *spearman rho* menunjukkan prevalensi  $p$  value  $< \alpha$  ( $0,000 < 0,005$ ) yang artinya ada hubungan kualitas pelayanan keperawatan dengan kepuasan pasien rawat inap di Ruang Arofah RSI Garam Kalianget, dengan  $H_0$  ditolak dan  $H_1$  diterima.

Kata Kunci : Kualitas pelayanan keperawatan, Kepuasan pasien rawat inap

## **ABSTRACT**

### **MINISTERING QUALITY RELATIONSHIP TO CARE WITH PATIENT SATISFACTION NURSES TO LODGE AT AROFAH'S ROOM RSI IS KALIANGET'S SALT**

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*Research about Ministering quality Relationship to care With satisfactory Patient Nurses Lodge At Spatial Arofah RSI Kalianget's Salt, performed on month of October 2018 until Novembers 2018 at RSI Kalianget's Salt. To the effect this research, be subject to be mengidentifikasi subjective quality ministering to care to patient satisfaction nurses to lodge at Kalianget's Islamic Hospital. This observational design utilizes cross sectional with variable that measured by service quality to care, patient satisfaction nurses to lodge and Ministering quality Relationship to care With satisfactory Patient Nurses To Lodge.*

*Result observationaling to point out largely 83,50% patients and family assign value good ministering qualities, largely 77,20% patients and family declare for to please for services to cares at Spatial Arofah RSI Kalianget's Salt. Analysis by tests statistic spearmen rho pointing out prevalence  $p$  value  $< \alpha$  ( $0,000 < 0,005$ ) with the meaning there is ministering quality relationship to care with satisfactory patient nurses lodge at Spatial Arofah RSI Kalianget's Salt, with  $h_0$  refused and  $h_1$  accepted.*

*Key word: Quality ministering to care, Patient satisfaction nurses to lodge*