

HUBUNGAN RESPON *TIME* PERAWAT DENGAN KEPUASAN PASIEN DI INSTALASI RAWAT JALAN RSUD BUDHI ASIH

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Abstrak

Respon *time* ialah waktu dalam menerima pelayanan kesehatan ketika pasien melakukan pendaftaran sampai di ruang poliklinik dan diperiksa oleh perawat secara cepat maupun tepat. Respon *time* dapat berpengaruh terhadap kepuasan pasien yang didasarkan terpenuhinya pelayanan kesehatan. Penelitian ini bertujuan untuk mengetahui Hubungan Respon *Time* Perawat dengan Kepuasan Pasien di Instalasi Rawat Jalan RSUD Budhi Asih. Desain penelitian menggunakan rancangan *deskriptiv analitik* dengan metode *cross sectional*. Teknik pengambilan sampel dalam penelitian ini menggunakan *Accidental sampling* dengan sampel pasien di instalasi rawat jalan yakni poli penyakit dalam, bedah dan paru sebanyak 170 responden. Instrumen yang digunakan yaitu kuesioner maupun lembar observasi respon *time* perawat dan kuesioner kepuasan pasien. Respon *time* perawat sebanyak 92 responden (54,1%) “cepat” yaitu ≤ 60 menit dan Tingkat Kepuasan pasien sebanyak 101 responden (59,4%) “puas”. Hasil *Chi-Square* didapatkan pValue $0,000 < 0,05$, ini menunjukkan terdapat hubungan respon *time* perawat dengan kepuasan pasien di instalasi rawat jalan RSUD Budhi Asih. Diharapkan adanya penambahan SDM perawat sehingga dapat meningkatkan respon *time* perawat dalam melakukan asuhan keperawatan dan kepuasan pasien akan lebih baik lagi dengan pelayanan kesehatan yang didapatkan.

Kata Kunci : Respon *Time* Perawat, Kepuasan Pasien, Instalasi Rawat Jalan

RELATIONSHIP OF NURSE RESPONSE TIME WITH PATIENT SATISFACTION IN OUTSTANDING INSTALLATION RSUD BUDHI ASIH

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Abstract

Response *time* is the *time* in receiving health services when the patient registers until he arrives at the polyclinic and is checked by the nurse quickly and accurately. Response *time* can affect patient satisfaction based on the fulfillment of health services. This study aims to determine The Relationship of Nurse Response *Time* to Patients in the Outpatient Installation of Budhi Asih Hospital. The research design used descriptive analytic design with cross sectional method. The sampling technique in this study used accidental sampling with 170 respondents as a sample of patients in outpatient installations, namely internal medicine, surgery and pulmonary polyclinics. The instruments used are questionnaires and nurse response *time* observation sheets and patient satisfaction questionnaires. Response *Time* of nurses as many as 92 respondents (54.1%) "fast" that is ≤ 60 minutes and satisfaction level of 101 respondents (59.4%) "satisfied". The Chi-Square results obtained pValue $0.000 < 0.05$, this indicates a relationship between nurse response *time* and patient satisfaction in the outpatient installation of Budhi Asih Hospital. It is expected that there will be additional nurse human resources so that it can increase the nurse's response *time* in carrying out nursing care and patient satisfaction will be even better with the health services obtained.

Keywords: Response *Time* of Nurses, Patient Satisfaction, Outpatient Installation