

HUBUNGAN *RESPONSE TIME* DENGAN TINGKAT KECEMASAN KELUARGA PASIEN YANG DIRAWAT DI INSTALASI GAWAT DARURAT RSUD TARAKAN JAKARTA

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Abstrak

Banyaknya kunjungan ke Instalasi Gawat Darurat, baik yang mendesak maupun tidak, merupakan salah satu faktor penyebab terjadinya *overcrowded*. Hal tersebut menyebabkan peningkatan tingkat kecemasan di kalangan keluarga pasien yang menunggu di ruang tunggu Instalasi Gawat Darurat. *Response time* merupakan salah satu faktor krusial yang perlu diperhatikan dalam proses penentuan *triage* di rumah sakit, khususnya di ruang Instalasi Gawat Darurat. Tujuan penelitian ini adalah menganalisis hubungan antara *Response Time* dan tingkat kecemasan keluarga pasien di Instalasi Gawat Darurat. Penelitian ini mengaplikasikan metode *cross-sectional*. Sebanyak 75 responden terlibat dalam penelitian ini, yang dipilih menggunakan teknik *purposive sampling*. Data primer diperoleh melalui kuesioner dan observasi langsung. Kuesioner yang digunakan adalah kuesioner baku *State Anxiety Inventory* (SAI) yang teruji validitas dan reliabilitasnya. Penelitian ini menggunakan *Spearman Rank* sebagai uji hipotesis. Hasil penelitian didapatkan hubungan signifikan (0,000) yang kuat antara *Response Time* dan tingkat kecemasan keluarga pasien dengan koefisien korelasi 0,606. Peneliti merekomendasikan pengembangan penelitian dengan menghubungkan faktor lain penyebab kecemasan keluarga pasien di Instalasi Gawat Darurat, serta penambahan jumlah sampel penelitian untuk meningkatkan keakuratan hasil dan memberikan gambaran yang lebih optimal tentang hubungan antara *response time* dan tingkat kecemasan keluarga pasien.

Kata Kunci : *Response Time*, Tingkat Kecemasan, Keluarga pasien, Instalasi Gawat Darurat

THE RELATIONSHIP OF *RESPONSE TIME* WITH THE LEVEL OF ANXIETY OF THE FAMILIES OF PATIENTS TREATED IN THE EMERGENCY INSTALLATION OF THE TARAKAN HOSPITAL JAKARTA

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Abstract

The large number of visits to the emergency department, both urgent and non-urgent, is one of the factors causing overcrowding. This causes an increase in the level of anxiety among patient families waiting in the emergency room waiting room. Response time is one of the crucial factors that needs to be considered in the process of determining hospital triage, especially in the emergency room. The aim of this research is to analyse the relationship between response time and the anxiety level of patient families in the emergency department. This research applies a cross-sectional method. A total of 75 respondents were involved in this research, who were selected using purposive sampling techniques. Primary data was obtained through questionnaires and direct observation. The questionnaire used is the standard State Anxiety Inventory (SAI) questionnaire, which has been tested for validity and reliability. This research uses Spearman Rank as a hypothesis test. The research results showed a strong, significant relationship (0.000) between response time and the anxiety level of the patient's family with a correlation coefficient of 0.606. Researchers recommend developing research by linking other factors that cause anxiety in the patient's family in the emergency department, as well as increasing the number of research samples to increase the accuracy of the results and provide a more optimal picture of the relationship between response time and the level of anxiety of the patient's family.

Keywords: *Response Time, Anxiety Level, Patient's Family, Emergency Room*