

HUBUNGAN KEBUTUHAN INFORMASI DAN KONFLIK PENGAMBILAN KEPUTUSAN TERHADAP TINGKAT KEPUASAN KELUARGA PASIEN DI RUANG ICU

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Abstrak

Perawatan pasien di Intensive Care Unit (ICU) melibatkan keluarga sebagai bagian penting dalam proses pengambilan keputusan. Selama pasien menjalani perawatan kritis, keluarga memiliki kebutuhan informasi yang tinggi dan berpotensi mengalami konflik dalam pengambilan keputusan yang dapat memengaruhi tingkat kepuasan terhadap pelayanan. Penelitian ini bertujuan menganalisis hubungan kebutuhan informasi dan konflik pengambilan keputusan dengan tingkat kepuasan keluarga pasien di ruang ICU. Penelitian ini menggunakan desain kuantitatif dengan pendekatan *cross-sectional* dan metode deskriptif analitik korelasional. Penelitian dilakukan di ruang ICU RSUD Tarakan Jakarta dengan teknik *purposive sampling* terhadap 40 keluarga pasien. Instrumen penelitian meliputi kuesioner kebutuhan informasi, *Decision Conflict Scale* (DCS), dan *Family Satisfaction–Decision Making* (FS-DM). Analisis data menggunakan uji korelasi *Spearman's Rank* dengan tingkat kemaknaan $p < 0,05$. Hasil penelitian menunjukkan bahwa 77,5% responden memiliki kebutuhan informasi yang baik, 72,5% mengalami konflik pengambilan keputusan pada tingkat minimal, dan 72,5% memiliki tingkat kepuasan keluarga yang tinggi. Terdapat hubungan yang signifikan antara kebutuhan informasi dengan tingkat kepuasan keluarga ($p = 0,000$; $r = 0,660$) serta antara konflik pengambilan keputusan dengan tingkat kepuasan keluarga ($p = 0,000$; $r = -0,640$). Penelitian ini menyimpulkan bahwa kebutuhan informasi dan konflik pengambilan keputusan berhubungan signifikan dengan tingkat kepuasan keluarga pasien di ruang ICU. Peningkatan komunikasi, pemberian informasi yang jelas, dan pendampingan keluarga selama proses pengambilan keputusan perlu dioptimalkan untuk meningkatkan kepuasan keluarga.

Kata Kunci: ICU, Kebutuhan Informasi, Kepuasan Keluarga, Konflik Pengambilan Keputusan.

**THE RELATIONSHIP BETWEEN INFORMATION NEEDS AND
DECISION-MAKING CONFLICT AND FAMILY SATISFACTION AMONG
FAMILY MEMBERS OF PATIENTS IN THE INTENSIVE CARE UNIT
(ICU)**

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Abstract

Family involvement is an essential component of decision-making for patients admitted to the Intensive Care Unit (ICU). During critical care, family members often experience high information needs and decision-making conflict, which may influence their satisfaction with the healthcare services provided. This study aimed to analyze the relationship between information needs and decision-making conflict with family satisfaction among patients' family members in the ICU. This study employed a quantitative descriptive correlational design with a cross-sectional approach. The research was conducted in the Intensive Care Unit of RSUD Tarakan Jakarta using a purposive sampling technique involving 40 family members of ICU patients. The research instruments consisted of the Information Needs Questionnaire, the Decision Conflict Scale (DCS), and the Family Satisfaction–Decision Making (FS-DM) questionnaire. Data were analyzed using Spearman's rank correlation test with a significance level of $p < 0.05$. The results showed that 77.5% of respondents had good information needs fulfillment, 72.5% experienced minimal decision-making conflict, and 72.5% reported a high level of family satisfaction. There was a significant relationship between information needs and family satisfaction ($p = 0.000$; $r = 0.660$), as well as between decision-making conflict and family satisfaction ($p = 0.000$; $r = 0.640$). This study concludes that information needs and decision-making conflict are significantly associated with family satisfaction among ICU patients' family members. Therefore, healthcare professionals should optimize communication, provide clear information, and support family members throughout the decision-making process to improve family satisfaction.

Keywords: *Decision-Making Conflict, Family Satisfaction, Information Needs, Intensive Care Unit.*