

Atin Sobari. (2007). Evaluasi Tingkat Kepuasan Pasien Dalam Implementasi Model Praktek Keperawatan Profesional Di Bangsal MPKP Melati dan MPKP Flamboyan RSUD Panembahan Senopati Bantul.

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INTISARI

Pelayanan keperawatan merupakan salah satu ruang lingkup pelayanan yang merupakan inti dari kegiatan pelayanan dirumah sakit. Kualitas pelayanan yang diberikan perawat berkaitan erat dengan kepuasan yang dirasakan pasien. Kepuasan pasien akan tercapai apabila diperoleh hasil yang optimal bagi setiap pasien dan pelayanan kesehatan memperhatikan kemampuan pasien atau keluarganya, adanya perhatian terhadap keluhan, kondisi lingkungan fisik dan tanggap atau memprioritaskan kebutuhan pasien.

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien dalam implementasi Model Praktek Keperawatan Profesional di bangsal MPKP Melati dan MPKP Flamboyan RSUD Panembahan Senopati Bantul.

Metode penelitian ini adalah *descriptive*. Sampel penelitian ini adalah pasien dari bangsal MPKP Melati dan bangsal MPKP Flamboyan di RSUD Panembahan Senopati Bantul. Teknik pengambilan sampel menggunakan *purpose sampling*, sampel penelitian ini berjumlah 64 responden. Instrument penelitian ini adalah kuesioner. Teknik analisis data menggunakan univariat.

Hasil penelitian ini menunjukkan bahwa tingkat kepuasan pasien secara umum di bangsal MPKP Melati sebanyak 9,4% mengatakan puas dan 90,6% mengatakan sangat puas, pada bangsal MPKP Flamboyan 56,3% mengatakan puas dan 43,8% mengatakan sangat puas. Hasil tingkat kepuasan berdasarkan lima dimensi kepuasan pasien yaitu responden mengatakan puas dan sangat puas pada semua dimensi *tangible, reliability, assurance, responsiveness* dan *empathy*. Dari hasil penelitian ini dapat disimpulkan terdapat perbedaan tingkat kepuasan pasien pada bangsal Melati dan Flamboyan berdasarkan dimensi *tangible, reliability, assurance, responsiveness* dan *empathy*.

Penelitian ini dapat dijadikan masukan dalam meningkatkan kemampuan perawat di RSUD Panembahan Senopati Bantul dalam melaksanakan Model Praktek Keperawatan Profesional sehingga dapat meningkatkan kepuasan pasien.

Kata kunci: Kepuasan pasien, Model Praktek Keperawatan Profesional

Atin Sobari. (2007). Evaluation satisfaction level of the patient with get Implementation Professional Nursing Practice Model In PNPM Melati ward and PNPM Flamboyan ward Panembahan Senopati Hospital.

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ABSTRACT

Nursing care is one of the scopes of services that form the core of service activities in the hospital. Quality of service provided is closely related to patient satisfaction. Patient satisfaction will be achieved when obtained optimal results for each patient and the health service attention to the ability of patients or their families, lack of attention to complaints, physical environmental conditions and response or the priority needs of the patient.

This study aimed to know the satisfaction level of the patient with get implementation of the Professional Nursing Practice Model in PNPM Melati ward and PNPM Flamboyan ward Panembahan Senopati Hospital.

The method in this study was descriptive method. The samples of this study were patients from the PNPM Melati ward and the PNPM Flamboyan ward in Panembahan Senopati Hospital. The sampling technique using purpose sampling, the study sample consists of 64 respondents. The instrument this study using questionnaires. The data analysis using univariat.

The results of the research show that patient satisfaction with the service in general nursing in the wards PNPM Melati ward says satisfied much as 9.4% and 90.6% said very satisfied, on the PNPM Flamboyan ward 56.3% said satisfied and 43.8% said very satisfied. The result based five dimensions satisfaction of the patient showed that respondents says satisfied and very satisfied at all dimension tangible, reliability, assurance, responsiveness and empathy. From the results of this study can concludes there are differences in the level of patient satisfaction on Melati ward and Flamboyan ward based on tangible dimensions, reliability, assurance, responsiveness and empathy.

This research can be used as input to improving the ability of nurses in the hospitals in implementing the Professional Nursing Practice Model so as to increase patient satisfaction.

Key words: Patient satisfaction, Professional Nursing Practice Model