

FAKULTAS KEPERAWATAN UNIVERSITAS ANDALAS PADANG

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Syamsul Markhendri

BP. 06921020

Hubungan Penerapan Komunikasi Terapeutik Dengan Tingkat Kepuasan Pasien Di Ruang Instalasi Gawat Darurat RSUD Pariaman Tahun 2013

Xii + 70 halaman + 4 tabel + 8 lampiran

ABSTRAK

Kepuasan pasien saat berobat tidak hanya dipengaruhi oleh faktor komunikasi saja, tapi juga dipengaruhi oleh faktor-faktor lain seperti kualitas pelayanan, fasilitas, kecepatan dan ketanggapan perawat dalam melakukan tindakan untuk menolong pasien. Sehingga dengan komunikasi dan penyampaian informasi yang baik dapat menutupi kekurangan tersebut Tujuan penelitian ini adalah untuk Menganalisis hubungan penerapan komunikasi terapeutik terhadap tingkat kepuasan pasien di ruang Instalasi Gawat Darurat RSUD Pariaman tahun 2013. Penelitian ini bersifat deskriptif analitik dengan rancangan *cross sectional*, yang dilakukan di instalasi gawat darurat RSUD Pariaman. Sampel diambil sebanyak 90 responden. Pengolahan data dilakukan secara univariat dan bivariat.. Berdasarkan hasil penelitian yang dilakukan, diperoleh bahwa lebih dari separuh responden menyatakan kurang baik dalam komunikasi terapeutik terhadap responden (52,2%), dan lebih dari separuh responden menyatakan tidak puas dalam pelayanan yang di berikan perawat (72.2%). Hasil statistik antara Hubungan komunikasi terapeutik dengan tingkat kepuasan pasien di Instalasi Gawat Darurat RSUD Pariaman didapat $p\ value = 0.00 < 0.05$ terdapat hubungan yang bermakna antara komunikasi terapeutik dengan tingkat kepuasan pasien di Instalasi Gawat Darurat RSUD Pariaman. Kepada perawat IGD hendaknya lebih memperhatikan pemahaman terhadap informasi yang akan diberikan kepada pasien dan memperhatikan komunikasi terapeutik saat berinteraksi dengan memperhatikan tahap-tahap dari komunikasi terapeutik itu sendiri.

Kata kunci : Komunikasi Terapeutik, Tingkat Kepuasan, Pasien

Daftar Pustaka : 44 (1996 - 2011)

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Syamsul Markhendri

BP. 06921020

*Application of Therapeutic Communication Relationship Satisfaction Level of Patient in Hospital ER room
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ABSTRACT

Patient satisfaction during treatment is not only influenced by the factors of communication, but also influenced by others factors such as quality of service, facilities, speed and responsiveness of nurses in taking action to help the patient. Nurses at the forefront of nursing care giver or health services should be required to properly perform nursing care and professional. The purpose of the study was to analyze the relationship of therapeutic communication application to patient satisfaction levels in the Emergency Room Pariaman General Hospital in 2013. This study is a descriptive analytic cross sectional, conducted in the emergency department at the Pariaman General Hospital month January until July 2013. The total number of sample 90 respondents. Data processing is done in computerized system. Based on the research result obtained do that more than half of the respondents expressed less well in therapeutic communication with the percentage respondents (52,2 %), and more than half of the respondents are not satisfied in given service nurses (72.2 %). The relationship between therapeutic communication and the level of satisfaction of patients in Emergency Room Pariaman General Hospital obtained p value = $0:00 < 0.05$ there is a significant correlation between the level of satisfaction of therapeutic communication with patients in the Emergency Room Pariaman General Hospital. To the hospitals, especially Emergency installation officers, should pay more attention to customer satisfaction (patients). On forms of satisfaction received by patients therapeutic communication is given to the clerk to the patients. The head of the emergency room installations, should be able to fix the quality of service provided to patients, such as give the attention to the arrival of the patient, be friendly, empathetic, able to trial, always listen to the complaints of the patient, and can give information with dear communication and easy to understand.

Key words : therapeutic communication, Level Satisfaction, patient

References: 44 (1996 - 2011)