

HUBUNGAN PERILAKU *CARING* PERAWAT ANESTESI DENGAN KEPUASAN PELAYANAN PRE ANESTESI DI RUANG RAWAT INAP RSUD MUHAMMADIYAH BANTUL

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INTISARI

Pelayanan prima di rumah sakit dapat tercapai apabila semua sumber daya manusia menerapkan sikap *caring* kepada pasien dalam memberikan pelayanan, sehingga pasien dan keluarga akan merasa puas dengan jasa yang diberikan rumah sakit. Perilaku *caring* perawat anestesi pada pre operasi akan menyiapkan fisik dan mental pasien, sehingga pasien akan merasa nyaman, diperhatikan, dan lebih siap untuk dilakukan operasi. Kurangnya persiapan dan informasi sebelum operasi akan mempengaruhi keputusan pasien sehingga tidak jarang pasien menolak sebelum dilakukan tindakan. Penelitian ini bertujuan untuk mengetahui hubungan perilaku *caring* perawat anestesi dengan kepuasan pelayanan pre anestesi di ruang rawat inap RSUD Muhammadiyah Bantul. Penelitian ini menggunakan metode kuantitatif. Dengan desain penelitian deskriptif korelasional. Pengambilan sampling *non probability sampling* dengan teknik *purposive sampling*. Populasi dalam penelitian adalah semua pasien yang akan menjalani anestesi pada operasi elektif di ruang rawat inap RSUD Muhammadiyah Bantul dengan jumlah 195 dan jumlah sampel 56 responden. Analisa data menggunakan uji *chi square*. Dari hasil penelitian didapatkan bahwa perawat anestesi RSUD Muhammadiyah Bantul yang melakukan *caring* yaitu 51 orang (91,07%). Sebagian besar responden merasa puas dengan perilaku perawat anestesi yaitu 49 orang (87,5%). Hasil uji *chi square* didapatkan nilai X^2 38,431 dengan signifikan $(p) 0,000 < 0,05$. Terdapat hubungan yang cukup erat antara perilaku *caring* perawat anestesi dengan kepuasan pelayanan pre anestesi dilihat dari besaran korelasi *phi* dan *cramer* menghasilkan angka sama yaitu 0,828 dan *koefisien kontingensi* menghasilkan nilai yang lebih kecil yaitu 0,638

Kesimpulan: Ada hubungan perilaku *caring* perawat anestesi dengan kepuasan pelayanan pre anestesi di ruang rawat inap RSUD Muhammadiyah Bantul

Kata kunci : perilaku *caring*, kepuasan

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**RELATIONSSHIP BETWEEN NURCE ANESTHETIC CARING
BEHAVIORS AND PRE-ANESTHETIC SERVICE
SATISFACTION IN PATIENT UNIT OF *PKU*
MUHAMMADIYAH HOSPITAL
IN *BANTUL***

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ABSTRACT

Excellent service in a hospital can be achieved if all human resources to apply caring behaviors to patients in giving service that the patients and their families will feel satisfied with the services delivered by the hospitals. Caring behavior in the performed by nurse anesthetists before surgery will prepare the patients physically and mentally so that the patient will feel comfortable, cared, ready to undergo surgery. The lack of patients' readiness and the lack of information given to them affect the patients' decision so that they often refuse to get treatment. This study aims to discover the relationship between nurse anesthetist caring behaviors and the pre-anesthetic services satisfaction in the inpatient unit of *PKU Muhammadiyah* Hospital in *Bantul*. This is quantitative research. Descriptive correlation research design was employed in this study. Purposive sampling was taken as the non probability sampling method. The population consists of 195 patients that will be administered anesthesia before elective surgery in the inpatient unit of *PKU Muhammadiyah* Hospital in *Bantul*. 56 patients were taken as the sample. The data were analyzed using Chi Square. The result showed that 51 nurse anesthetists (91.07%) had performed caring behaviors. Most of the respondents were satisfied with the caring behaviors of nurse anesthetists, 49 patients (87.5%). The results of the Chi Square test is X^2 38.431 with significant (p) 0.000 < 0.05. There is a fairly close relationship between nurse anesthesia caring behaviors with pre-anesthesia service satisfaction seen from the magnitude of correlation phi and Cramer produce the same figures are 0.828 and the coefficient of contingency produce smaller value is 0.638

Conclusions: There is a relationship between nurse anesthetist caring behaviors and pre-anesthetic service satisfaction in the inpatient unit of *PKU Muhammadiyah* Hospital in *Bantul*

Key words: caring behavior, satisfaction

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