

SKRIPSI

**ANALISIS TINGKAT KEPUASAN KELUARGA PASIEN TERHADAP
KINERJA PERAWAT DALAM PELAYANAN GAWAT DARURAT
PADA MASA NEW NORMAL COVID-19 DI IGD RSUP
DR.M. DJAMIL PADANG**

Penelitian Keperawatan Gawat Darurat



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Analisis Tingkat Kepuasan Keluarga Pasien Terhadap Kinerja Perawat dalam Pelayanan Gawat Darurat Pada Masa *New Normal Covid-19* di IGD RSUP Dr.M. Djamil Padang Tahun 2020

xiv + 79 Halaman, 13 Tabel, 5 Lampiran

ABSTRAK

Data kepuasan pasien setiap tahun belum menunjukkan pencapaian target RS secara maksimal yaitu sebesar 95 %. Distribusi sebaran data kepuasan pasien setiap tahunnya dapat digambarkan tahun 2018 sebanyak 80,6 % dan tahun 2019 sebanyak 82,4 %. Pada masa *new normal covid-19*, banyak keluarga yang mengeluhkan ketidakpuasannya terhadap pelayanan RS. Tujuan penelitian untuk menganalisis tingkat kepuasan keluarga pasien terhadap kinerja perawat dalam pelayanan gawat darurat pada masa *new normal covid-19* di IGD RSUP Dr.M. Djamil Padang. Data penelitian diambil pada tanggal 17 sampai 22 Desember 2020. Rancangan penelitian menggunakan *Importance-Performance Analysis* dengan jumlah sampel sebanyak 86 orang. Analisis data disajikan dalam bentuk tabel distribusi nilai kenyataan dibandingkan dengan nilai harapan pasien dengan uji diagram kartesius. Hasil penelitian ini didapatkan nilai penghitungan tingkat kesesuaian harapan–kenyataan perawat berdasarkan masing-masing dimensi didapatkan nilai *reability* sebesar 77.20 %, *responsiveness* sebesar 80.72 %, *assurance* sebesar 82.50 %, *empathy* sebesar 80.78 % dan *tangible* sebesar 92.24 %. Nilai secara keseluruhan dimensi didapatkan sebesar 82.69 %. Uji kartesius didapatkan hasil pertanyaan P03, P06 dan P14 berada pada kuadran A, P01,P02,P05,P07,P09,P10,P17 dan P18 berada pada kuadran B, P04, P08,P12 dan P13 berada pada kuadran C dan P11, P15 dan P16 berada pada kuadran D. Diharapkan pada pihak RS lebih memperhatikan dan meningkatkan nilai yang didapatkan pada kuadran A dan C karena pada kuadran ini belum memuaskan keluarga pasien terhadap pelayanan keperawatan di ruang IGD

Kata Kunci : Kepuasan, Kinerja perawat , diagram kartesius
Daftar Bacaan 22 (2011-2020)

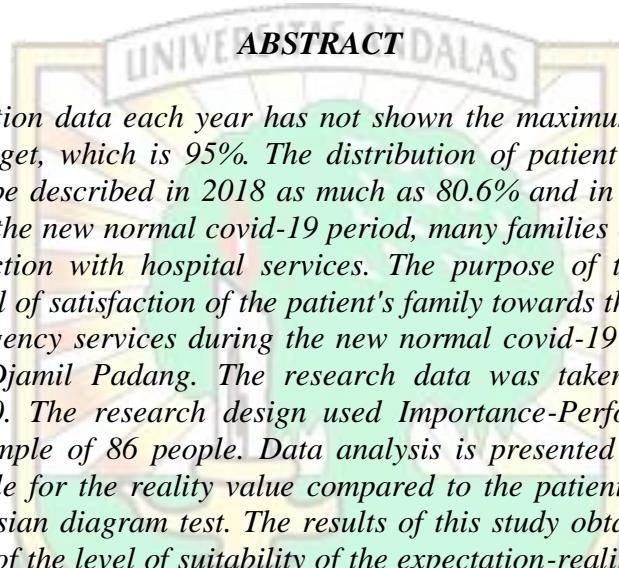
**FACULTY OF NURSING SCIENCE
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Analysis of Patient Family Satisfaction Levels Against Nurse Performance in Emergency Services During the New Normal Covid-19 Period at IGD RSUP Dr.M. Djamil Padang in 2020

xiv + 79 Pages, 13 Tables, 5 Attachments



Patient satisfaction data each year has not shown the maximum achievement of the hospital target, which is 95%. The distribution of patient satisfaction data each year can be described in 2018 as much as 80.6% and in 2019 as much as 82.4%. During the new normal covid-19 period, many families complained about their dissatisfaction with hospital services. The purpose of this study was to analyze the level of satisfaction of the patient's family towards the performance of nurses in emergency services during the new normal covid-19 period at the ER RSUP Dr.M. Djamil Padang. The research data was taken from 17 to 22 December 2020. The research design used Importance-Performance Analysis with a total sample of 86 people. Data analysis is presented in the form of a distribution table for the reality value compared to the patient's expected value using the Cartesian diagram test. The results of this study obtained the value of the calculation of the level of suitability of the expectation-reality of nurses based on each dimension, obtained a reability value of 77.20%, 80.72% responsiveness, 82.50% assurance, 80.78% empathy and 92.24% tangible. The overall value of the dimensions was 82.69%. Cartesian test shows that the results of questions P03, P06 and P14 are in quadrant A, P01, P02, P05, P07, P09, P10, P17 and P18 are in quadrant B, P04, P08, P12 and P13 are in quadrant C and P11, P15 and P16 is in quadrant D. It is hoped that the hospital will pay more attention and increase the value obtained in quadrants A and C because these quadrants have not satisfied the patient's family with nursing services in the IGD.

Keywords: satisfaction, nurse performance, Cartesian diagram
Reading List 22 (2011-2020)