

## ABSTRAK

LESTARI PUSPANINGRUM KADIR. Hubungan Kualitas Pelayanan Keperawatan Dengan Kepuasan Pasien di Rumah Sakit Umum Daerah Tombulilato. Pembimbing I SABIRIN B. SYUKUR dan Pembimbing II FADLI SYAMSUDDIN.

Kepuasan pasien merupakan keadaan dimana pasien mendapat pelayanan, perhatian dan kesehatan sebagaimana yang mereka harapkan. Semakin baik pelayanan yang diberikan maka tingkat kepuasan pasien semakin tinggi dan sebaliknya. Tujuan dari penelitian ini adalah untuk mengetahui kemampuan perawat dalam memberikan pelayanan dengan segera, tepat dan memuaskan, daya tanggap, jaminan pelayanan, dan fasilitas yang memadai di RSUD Tombulilato. Desain penelitian yang digunakan dalam penelitian ini adalah penelitian analitik dengan pendekatan secara *cross sectional study*. Dalam penelitian ini populasi adalah pasien rawat jalan di Rumah Sakit Tombulilato pada saat dilakukan penelitian. Hasil lima indikator kualitas pelayanan yang diteliti yaitu reliabilitas (41 responden reliabel dan 4 responden yang non reliabel), daya tanggap (tanggap 37 responden dan kurang tanggap 8 responden), jaminan (baik 33 responden dan kurang baik 12 responden), empati (30 responden empati dan 15 responden kurang empati) dan bukti fisik (baik 38 responden dan kurang baik 7 responden). Hasil penelitian menunjukkan bahwa kualitas pelayanan keperawatan ditinjau dari indikator reliabilitas, daya tanggap, jaminan, empati dan bukti fisik berhubungan dengan kepuasan pasien di Rumah Sakit Umum Daerah Tombulilato, sehingga sangat perlu diperhatikan dalam hal meningkatkan kualitas pelayanan.

**Kata Kunci : Kualitas Pelayanan, Keperawatan, Kepuasan**

## ABSTRACT

LESTARI PUSPANINGRUM KADIR. The Relationship between Quality of Nursing Services and Patient's Satisfaction at the Tombulilato Regional General Hospital. Advisor I SABIRIN B. SYUKUR and Supervisor II FADLI SYAMSUDDIN.

Patient satisfaction is a condition in which patients receive service, attention and health as they expect. The better the service provided, the higher the level of patient satisfaction and vice versa. The purpose of research was to determine the ability of nurses to provide services promptly, accurately and satisfactorily, responsiveness, service guarantees, and adequate facilities at Tombulilato General Hospital. The research design used in this research is analytic research with a cross sectional study approach. In this research the population was outpatients at Tombulilato Hospital at the time of research. The results of the five service quality indicators studied were reliability (41 respondents were reliable and 4 respondents were non-reliable), responsiveness (responsive 37 respondents and less responsive 8 respondents), assurance (good 33 respondents and not good 12 respondents), empathy (30 respondents empathy and 15 respondents lack empathy) and physical evidence (good 38 respondents and not good 7 respondents). The results show that the quality of nursing services in terms of indicators of reliability, responsiveness, assurance, empathy and physical evidence is related to patient satisfaction at the Tombulilato Regional General Hospital, thus it is very necessary to pay attention in terms of improving service quality.

**Keywords:** *Service Quality, Nursing, Satisfaction*

