ABSTRACT

The Effect of Emergency Services on Nurses' Response Time in the Emergency Room at Toto Kabila Hospital, Bone Bolango Regency. Supervised by Pipin Yunus as chairman, Arifin R. Umar as member.

Response time is one of the quality indicators to measure the performance of emergency services in the Emergency Room. Good emergency services not only affect patient safety but can also increase patient and family satisfaction. The purpose of this study was to determine the Effect of Emergency Services on Nurses' Response Time in the Emergency Room at Toto Kabila Hospital, Bone Bolango Regency. This research method is a quantitative study with a Descriptive Analytical approach using a Cross Sectional Design. The population in this study were 27 Nurses in the Emergency Room and a sample of 27. The analysis used was univariate analysis and bivariate analysis. The results of the study showed that out of 27 respondents, emergency services were good with a fast response time of 14 people (51.9%) and slow as many as 0 (0%), and emergency services were sufficient with a fast response time of 1 person (3.7%) and slow as many as 12 people (44.4%) with a value of P = Value p = 0.000 <0.05, then Ha is accepted, so it can be concluded that Response Time is when the patient comes for initial emergency action until the emergency action is completed.

***Keywords**: Emergency Services, Response Time, Nurses*

ABSTRAK

Pengaruh Pelayanan Kegawatdaruratan Terhadap *Response time* Perawat Di IGD Di RSUD Toto Kabila Kabupaten Bone Bolango. Dibimbing oleh Pipin Yunus sebagai ketua, Arifin R. Umar sebagai anggota.

Response time merupakan salah satu indikator mutu guna mengukur kinerja pelayanan kegawatdarurat di IGD. Pelayanan kegawatdaruratan yang baik tidak hanya berpengaruh pada keselamatan pasien tetapi juga dapat meningkatkan kepuasan pasien dan keluarga. Tujuan Penelitian ini untuk mengetahui Pengaruh Pelayanan Kegawatdaruratan Terhadap *Response time* Perawat Di IGD Di RSUD Toto Kabila Kabupaten Bone Bolango. Metode penelitian ini merupakan penelitian kuantitatif dengan pendekatan Deskriptif Analitik dengan menggunakan Desain *Cross Sectional*. Populasi dalam penelitian ini 27 Orang Perawat yang berada Di Ruangan Instalasi Gawat Darurat dan sampel sebanyak 27. Analisa yang digunakan adalah Analisis univariat dan Analisis bivariat. Hasil penelitian menunjukkan bahwa dari 27 responden pelayanan kegawatdaruratan baik dengan *Response time* cepat sebanyak 14 orang (51.9%) dan lambat sebanyak 0 (0%), serta pelayanan kegawatdaruratan cukup dengan *Response time* cepat sebanyak 1 orang (3.7%) dan lambat sebanyak 12 orang (44.4%) dengan nilai *P=Value* p=0.000 < 0.05, maka Ha diterima, jadi dapat simpulkan bahwa *Respon Time* adalah saat pasien datang untuk tindakan darurat awal sampai tindakan darurat selesai.

Kata Kunci: Pelayanan Kegawatdarurat, *Response Time*, Perawat