ABSTRAK

Perilaku caring perawat merupakan komponen penting dalam meningkatkan mutu pelayanan keperawatan karena berkaitan dengan kualitas interaksi antara perawat dan pasien selama proses perawatan. Persepsi pasien terhadap perilaku caring dapat dijadikan sebagai indikator dalam mengevaluasi pelayanan keperawatan di rumah sakit. Penelitian ini bertujuan untuk mengetahui perbandingan persepsi pasien terhadap perilaku caring perawat di ruang rawat inap interna RSUD Prof. Dr. H. Aloe Saboe dan RSUD Dr. M.M. Dunda Limboto. Penelitian menggunakan desain kuantitatif komparatif dengan pendekatan cross sectional. Sampel penelitian berjumlah 90 responden yang terdiri dari masing-masing 45 responden pada kedua rumah sakit dengan teknik purposive sampling sesuai kriteria inklusi. Data dikumpulkan menggunakan kuesioner yang meliputi indikator kehadiran, sentuhan, mendengarkan, dan memahami pasien, kemudian dianalisis secara univariat dalam bentuk distribusi frekuensi dan persentase serta secara bivariat menggunakan uji Mann–Whitney.

Hasil penelitian menunjukkan Pada indikator kehadiran, persentase kategori baik di RS Aloe Saboe lebih tinggi (73,3%) dibandingkan RS Dunda Limboto (66,7%), sedangkan kategori cukup di RS Dunda Limboto lebih besar (33,3%) dibandingkan RS Aloe Saboe (26,7%). Pada indikator sentuhan, perbandingan menunjukkan selisih yang paling besar, di mana kategori baik di RS Aloe Saboe sebesar 80,0% dan di RS Dunda Limboto 60,0%, sementara kategori cukup di RS Dunda Limboto (40,0%) lebih tinggi dibandingkan RS Aloe Saboe (20,0%). Pada indikator mendengarkan, kategori baik di RS Aloe Saboe sebesar 80,0% dan di RS Dunda Limboto 70,0%, sedangkan kategori cukup masing-masing 20,0% dan 30,0%. Pada indikator memaham**i**, kategori baik di RS Aloe Saboe sebesar 69,5% dan di RS Dunda Limboto sebesar 60,0%, sementara kategori cukup di RS Dunda Limboto (40,0%) lebih besar dibandingkan RS Aloe Saboe (30,5%).

Kata kunci: persepsi pasien, perilaku caring, pelayanan keperawatan, caring perawat.

ABSTRACT

Nurses' caring behavior is a crucial component in improving the quality of nursing services because it is related to the quality of interactions between nurses and patients during the care process. Patient perceptions of caring behavior can be used as an indicator in evaluating nursing services in hospitals. This study aims to compare patient perceptions of nurses' caring behavior in the internal inpatient wards of Prof. Dr. H. Aloe Saboe Regional General Hospital and Dr. M.M. Dunda Limboto Regional General Hospital. The study used a comparative quantitative design with a cross-sectional approach. The study sample consisted of 90 respondents, 45 respondents each from both hospitals, using a purposive sampling technique according to inclusion criteria. Data were collected using a questionnaire covering indicators of presence, touch, listening, and understanding patients. Data were then analyzed univariately using frequency distributions and percentages, and bivariately using the Mann–Whitney test.

The results of the study showed that in the presence indicator, the percentage of the good category at Aloe Saboe Hospital was higher (73.3%) than Dunda Limboto Hospital (66.7%), while the sufficient category at Dunda Limboto Hospital was greater (33.3%) than Aloe Saboe Hospital (26.7%). In the touch indicator, the comparison showed the largest difference, where the good category at Aloe Saboe Hospital was 80.0% and at Dunda Limboto Hospital 60.0%, while the sufficient category at Dunda Limboto Hospital (40.0%) was higher than Aloe Saboe Hospital (20.0%). In the listening indicator, the good category at Aloe Saboe Hospital was 80.0% and at Dunda Limboto Hospital 70.0%, while the sufficient category was 20.0% and 30.0% respectively. For the understanding indicator, the good category was 69.5% at Aloe Saboe Hospital and 60.0% at Dunda Limboto Hospital. The fair category was higher at Dunda Limboto Hospital (40.0%) than at Aloe Saboe Hospital (30.5%).

Keywords: patient perception, caring behavior, nursing services, nurse caring.