ABSTRAK

Pelayanan di Instalasi Gawat Darurat (IGD) menuntut kecepatan dan ketepatan tindakan, namun aspek komunikasi sering kali terabaikan. Komunikasi terapeutik yang kurang optimal dapat memicu ketidakpuasan pasien dan menurunkan kualitas pelayanan, mengingat IGD merupakan gerbang utama rumah sakit yang melayani pasien dalam kondisi kritis dan cemas. Tujuan penelitian untuk mengetahui pengaruh komunikasi terapeutik perawat terhadap kualitas pelayanan di IGD RSUD Dr. M.M Dunda Limboto Kabupaten Gorontalo. Metodologi Penelitian kuantitatif ini menggunakan desain cross-sectional. Responden berjumlah 32 perawat yang dipilih melalui teknik accidental sampling. Data dianalisis secara bivariat menggunakan uji statistik untuk melihat hubungan antar variabel. Hasil penelitian dimana mayoritas perawat memiliki komunikasi terapeutik yang baik (59,4%) dengan kualitas pelayanan yang juga terkategori baik (46,9%). Namun, masih ditemukan 40,6% perawat dengan komunikasi terapeutik kurang yang berkontribusi pada rendahnya kualitas pelayanan (31,3%). Hasil uji statistik menunjukkan adanya pengaruh signifikan antara komunikasi terapeutik perawat terhadap kualitas pelayanan di IGD.Komunikasi terapeutik berpengaruh nyata terhadap kualitas pelayanan. Perawat yang menerapkan tahapan komunikasi secara terstruktur (orientasi, kerja, dan terminasi) serta menunjukkan empati terbukti meningkatkan kepuasan pasien. Perawat diharapkan dapat meminimalkan penggunaan istilah medis dan lebih peka terhadap kondisi psikologis pasien meskipun dalam situasi gawat darurat.

Kata Kunci: Komunikasi Terapeutik, Kualitas Pelayanan, IGD.

Abstract

Emergency Department (ER) services demand speed and accuracy, but communication is often overlooked. Suboptimal therapeutic communication can trigger patient dissatisfaction and reduce service quality, given that the ER is the hospital's main gateway, serving patients in critical and anxious conditions. The purpose of this study was to determine the effect of nurses' therapeutic communication on service quality in the ER of Dr. M.M. Dunda Limboto Regional Hospital, Gorontalo Regency. This quantitative research used a cross-sectional design. Respondents were 32 patients selected through accidental sampling. Data were analyzed bivariately using statistical tests to examine the relationship between variables. The results showed that the majority of nurses had good therapeutic communication (59.4%), with service quality also categorized as good (46.9%). However, 40.6% of nurses still had poor therapeutic communication, contributing to low service quality (31.3%). The statistical test results showed a significant influence between nurses' therapeutic communication on service quality in the ER. Therapeutic communication significantly impacted service quality. Nurses who implement structured communication steps (orientation, work, and termination) and demonstrate empathy have been shown to increase patient satisfaction. Nurses are expected to minimize the use of medical jargon and be more sensitive to patients' psychological conditions, even in emergency situations.

Keywords: *Therapeutic Communication, Quality of Service, Emergency Room.*