

**INSTITUT TEKNOLOGI DAN KESEHATAN MAHARDIKA FAKULTAS
KESEHATAN
PROGRAM STUDI ILMU KEPERAWATAN**

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**HUBUNGAN PELAYANAN KEPERAWATAN
TERHADAP TINGKAT KEPUASAN KELUARGA PASIEN DI IGD RSU
PANTI ABDI DHARMA CIREBON**

xvi+46 halaman+7 tabel+2 bagan+15 lampiran

ABSTRAK

Instalasi Gawat Darurat (IGD) adalah unit pelayanan di rumah sakit yang memberikan penanganan awal dan lanjutan. Pelayanan keperawatan adalah pelayanan profesional yang memberikan asuhan kepada individu, keluarga, kelompok, atau masyarakat. Secara alamiah Rumah Sakit akan mengalami perubahan status kepuasan keluarga pasien, salah satu cara untuk meningkatkan status kepuasan keluarga pasien dengan menggunakan nilai ukur pelayanan keperawatan. Tujuan penelitian ini adalah untuk mengetahui pelayanan keperawatan terhadap tingkat kepuasan keluarga pasien di IGD RSU Panti Abdi Dharma Kota Cirebon.

Penelitian ini menggunakan metode kuantitatif. dengan *penelitian deskriptif* desain melalui pendekatan *Cross Sectional*. Pengambilan sampel menggunakan *total sampling* berjumlah 286 responden, Data diambil dengan melakukan survei kepuasan sebanyak 25 pernyataan. Tempat penelitian dilakukan di RSU Panti Abdi Dharma Kota Cirebon dengan waktu 2 minggu, waktu 30 menit perorang.

Pelayanan keperawatan dinilai "Sangat Baik" oleh 41,3% responden, menunjukkan mutu pelayanan yang cukup optimal di IGD. Kepuasan keluarga pasien berada pada kategori "Baik" pada 48,3% responden, namun 13,6% menyatakan "Kurang Puas". Terdapat hubungan signifikan antara kualitas pelayanan keperawatan dan tingkat kepuasan keluarga pasien ($p = 0,000$). Responden yang menilai pelayanan sangat baik cenderung memiliki kepuasan tinggi dibanding yang menilai pelayanan cukup atau kurang. Saran pada penelitian ini agar selalu meningkatkan pelayanan keperawatan terutama di IGD. Diharapkan dapat digunakan sebagai informasi untuk meningkatkan pelayanan di IGD Rumah Sakit Umum Panti Abdi Dharma Kota Cirebon.

Kata Kunci : Pelayanan Keperawatan, Kepuasan Keluarga Pasien, IGD

Daftar Pustaka : 36 (2015-2024)

**MAHARDIKA INSTITUTE OF TECHNOLOGY AND HEALTH FACULTY OF
HEALTH
NURSING STUDY PROGRAM**

Mini Thesis, August 2025

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***THE RELATIONSHIP BETWEEN NURSING SERVICES AND FAMILY
SATISFACTION LEVELS OF PATIENTS IN THE EMERGENCY ROOM
OF PANTI ABDI DHARMA HOSPITAL CIREBON***

xvi+46 pages+7 tables+2 charts+15 appendices

ABSTRACT

The Emergency Department (ER) is a service unit within a hospital that provides initial and follow-up care. Nursing care is a professional service that provides care to individuals, families, groups, or communities. Hospitals naturally experience changes in the satisfaction status of patient families. One way to improve this is by using nursing service measurement. The purpose of this study was to determine the effect of nursing services on patient family satisfaction levels in the ER of Panti Abdi Dharma Hospital, Cirebon City. This study used a quantitative method, with a descriptive cross-sectional design. A total sampling of 286 respondents was used. Data were collected through a satisfaction survey of 25 statements. The study was conducted at Panti Abdi Dharma Hospital, Cirebon City, over a two-week period, with a 30-minute session per person.

Nursing services were rated "Very Good" by 41.3% of respondents, indicating a fairly optimal quality of service in the Emergency Room. Patient family satisfaction was in the "Good" category at 48.3% of respondents, but 13.6% stated "Not Satisfied". There was a significant relationship between the quality of nursing services and the level of patient family satisfaction ($p = 0.000$). Respondents who rated the service as very good tended to have higher satisfaction than those who rated the service as sufficient or less. Suggestions in this study are to always improve nursing services, especially in the Emergency Room. It is hoped that it can be used as information to improve services in the Emergency Room of Panti Abdi Dharma General Hospital, Cirebon City.

Keywords : *Nursing Services, Patient Family Satisfaction, Emergency Room*

Bibliography : *36 (2015-2024)*