

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

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**Hubungan Peran Perawat Dengan Kepuasan Keluarga Selama Hospitalisasi Anak
di Ruang Rawat Inap 5 Rumah Sakit Mitra Plumbon Cirebon**

xvi + 69 halaman + 4 tabel + 2 bagan + 8 lampiran

ABSTRAK

Pelayanan kesehatan yang berkualitas adalah pelayanan kesehatan yang dapat memuaskan setiap pemakai jasa pelayanan sesuai dengan tingkat kepuasan rata-rata pasien, serta penyelenggaraannya sesuai dengan kode etik dan standar pelayanan yang telah ditetapkan. Faktor komunikasi terapeutik perawat, tindakan yang cepat dan tepat, serta kepedulian perawat bertujuan untuk mewujudkan kepuasan pasien. Tujuan penelitian ini untuk mengetahui hubungan peran perawat dengan kepuasan keluarga selama hospitalisasi anak di Ruang Rawat Inap 5 Rumah Sakit Mitra Plumbon Cirebon.

Jenis penelitian menggunakan penelitian kuantitatif dengan desain penelitian deskriptif korelasional dengan pendekatan *cross sectional*. Populasi dalam penelitian ini adalah seluruh keluarga pasien anak yang mengalami hospitalisasi di Ruang Rawat Inap 5 Rumah Sakit Mitra Plumbon Cirebon dan teknik pengambilan sampel menggunakan metode *accidental sampling* sebanyak 67 orang. Pengambilan data menggunakan lembar kuesioner. Analisa data dilakukan dengan menggunakan analisa univariat dengan persentase dan analisa bivariat dengan uji *chi square* (χ^2).

Hasil penelitian menunjukkan bahwa sebagian besar responden (52,2%) mendapatkan peran perawat yang baik dan sebagian besar responden (59,7%) memiliki kepuasan yang tinggi. Hasil uji statistik *chi square* (χ^2) diperoleh *p value* = 0,011 < α (0,05) menunjukkan bahwa H_a diterima artinya terdapat hubungan peran perawat dengan kepuasan keluarga selama hospitalisasi anak di Ruang Rawat Inap 5 Rumah Sakit Mitra Plumbon Cirebon.

Diharapkan perawat dapat meningkatkan kemampuannya dalam memberikan asuhan keperawatan pada anak.

Kata Kunci : Peran Perawat, Kepuasan Keluarga

Daftar Pustaka : 46 (2013-2022)

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The Relationship between the Role of Nurse's and Family Satisfaction during the Child's Hospitalization in the Inpatient Room at Mitra Plumbon Cirebon Hospital

xvi + 69 pages + 4 tables + 2 schemes + 8 enclosures

ABSTRACT

Quality health services are those that can satisfy every service user in accordance with the average level of patient satisfaction as well as the implementation in accordance with the established code of ethics and service standards. The therapeutic communication factor of nurses, fast and appropriate actions, and concern of nurses aim to realize patient satisfaction. The purpose of this study is to determine the relationship between the role of nurse's and family satisfaction during the child's hospitalization in the inpatient room at Mitra Plumbon Cirebon Hospital.

Types of research use quantitative research with a descriptive correlational research design with a cross-sectional approach. The population in this study was the entire family of pediatric patients who experienced hospitalization in the inpatient room at Mitra Plumbon Cirebon Hospital, and sampling techniques using the accidental sampling method included as many as 67 people. Data collection was done a questionnaire sheet. Data analysis was carried out using univariate analysis with a bivariate percentage and the Chi Square (2) test.

The results showed that most respondents (52.2%) received a good role as nurses, and most of the respondents (59.7%) had high satisfaction. The results of the Chi Square statistical test (2) obtained with a value of $0.011 < \alpha (0.05)$ showed that H_a was accepted, which means that there was a relationship between the nurse's role and family satisfaction during the child's hospitalization in the inpatient room 5 at Mitra Plumbon Cirebon Hospital.

It is expected that nurses can improve their ability to provide nursing care to children.

Keywords : Nurse's Role, Family Satisfaction

Referencies : 46 (2013-2022)