

**PROGRAM STUDI S1 KEPERAWATAN
FAKULTAS KEPERAWATAN
INSTITUT KESEHATAN PAYUNG NEGERI PEKANBARU**

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**Hubungan Kualitas Pelayanan *Home care* Dengan Tingkat Kepuasan Pasien
Di ARA Physiotherapy**

Xiv + 43 Halaman + 7 Tabel + 1 Skema + 10 Lampiran

ABSTRAK

American of Nurses Association (ANA) tahun 2018 menunjukkan bahwa sebanyak 75% pasien dengan penyakit-penyakit terminal misalnya kanker, penyakit-penyakit kronis seperti diabetes, stroke, hipertensi, masalah-masalah kejiwaan dan asuhan pada anak membutuhkan layanan *home care* (ANA, 2018). Berdasarkan data DepKes (2019) menunjukkan bahwa 97,7% mengatakan bahwa perlu dikembangkan pelayanan kesehatan di rumah, 87,3% mengatakan bahwa perlu standarisasi tenaga, sarana dan pelayanan, serta 91,9% menyatakan pengelola keperawatan kesehatan di rumah memerlukan izin operasional. Tujuan penelitian ini adalah untuk mengetahui hubungan kualitas pelayanan *home care* dengan tingkat kepuasan pasien di ARA physiotherapy. Jenis penelitian ini adalah kuantitatif dengan pendekatan cross sectional. Sampel dalam penelitian ini berjumlah 25 responden. Teknik pengambilan sampel yang digunakan dalam penelitian ini adalah *accidental sampling*. Instrument yang digunakan yaitu kuesioner kualitas pelayanan dan kuesioner kepuasan pasien. Hasil yang didapatkan dengan menggunakan uji statistic *chi square* dengan p value $0,01 <$ dari nilai 0,05 sehingga dapat disimpulkan bahwa H_0 ditolak yang artinya ada hubungan kualitas pelayanan *home care* dengan tingkat kepuasan. Dengan demikian diharapkan kepada perawat *home care* dapat mempertahankan kualitas pelayanan agar kepuasan tetap tercapai.

Kata Kunci : Kualitas pelayanan *home care*, kepuasan pasien
Referensi : 56 Referensi (2013-2024)

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The Relationship between the Quality of Homecare Services and the Level of Patient Satisfaction at ARA Physiotherapy

Xiv+ 43 Pages + 7 Tables + 1 Schemes + 10 Attachments

ABSTRACT

The American Nurses Association (ANA) in 2018 showed that as many as 75% of patients with terminal illnesses such as cancer, chronic diseases such as diabetes, stroke, hypertension, mental problems and child care require home care services (ANA, 2018). Based on data from the Ministry of Health (2019), it shows that 97.7% said that home health services need to be developed, 87.3% said that there is a need to standardize personnel, facilities and services, and 91.9% said that home health nursing managers need an operational permit. The aim of this research is to determine the relationship between the quality of home care services and the level of patient satisfaction at ARA physiotherapy. This type of research is quantitative with a cross sectional approach. The sample in this study consisted of 25 respondents. The sampling technique used in this research was accidental sampling. The instruments used are a service quality questionnaire and a patient satisfaction questionnaire. The results were obtained using the chi square statistical test with a value of $0.01 < 0.05$, so it can be concluded that H_0 is rejected, which means there is a relationship between the quality of home care services and the level of satisfaction. In this way, it is hoped that home care nurses can maintain the quality of service so that satisfaction is achieved.

Keywords : home care service quality, patient satisfaction

Bibliography : 56 References (2013-2024)