

ABSTRAK

Siti Rukaiya Dunggio, 2015. *Tingkat Kepuasan Pasien Terhadap Pelayanan Keperawatan Di Ruangan Interna Yang Menerapkan MPKP (G3 Bawah) dan Non MPKP (Neuro) RSUD Prof. Dr. H. Aloei Saboe Kota Gorontalo*. Skripsi, Jurusan S1 Keperawatan, Fakultas Ilmu-Ilmu Kesehatan dan Keolahragaan, Universitas Negeri Gorontalo. Pembimbing I Ibu Dr. Hj. Herlina Jusuf Dra. M.Kes, Pembimbing II Ibu Wirda Y. Dulahu S.Kep,Ns, M.Kep.

Pasien dengan pelayanan merupakan aset yang sangat berharga karena apabila pasien puas mereka akan terus melakukan pemakaian terhadap jasa pilihannya, tetapi jika pasien merasa tidak puas mereka akan memberitahukan dua kali lebih hebat kepada orang lain tentang pengalaman buruknya. Untuk menciptakan kepuasan pasien suatu rumah sakit harus menciptakan dan mengelola suatu sistem salah satunya metode Model Praktik Keperawatan profesional (MPKP). Tujuan penelitian untuk menganalisis tingkat perbandingan kepuasan pasien rawat inap di ruang MPKP dengan ruangan Non MPKP RSUD Prof. Dr.H. Aloei Saboe Kota Gorontalo.

Penelitian ini menggunakan metode Deskriptif dengan jenis penelitian menggunakan pendekatan *cross sectional*. Teknik pengambilan sampel yaitu *Purposive sampling*, menggunakan instrumen berupa kuesioner, dengan jumlah sampel sebanyak 50 responden. 25 responden diruang MPKP dan 25 responden diruang Non MPKP. Hasil yang didapatkan diruang MPKP yang merasa sangat puas yaitu 100% dengan ($r=4,00$) dan dan Non MPKP yang puas 88% dan sangat puas 12% dengan nilai ($r=3,12$).

Disarankan RSUD Prof. Dr. H. Aloei Saboe Kota Gorontalo agar semua ruangan yang ada dirumah sakit dapat menerapkan Model Praktik Keperawatan Profesional untuk lebih meningkatkan kualitas pelayanan keperawatan yang ada dirumah sakit.

Kata kunci : *MPKP, Kepuasan, Pasien*

Daftar Pustaka : Jumlah 25 (Tahun 2001-2014)

ABSTRACT

Siti Rukaiya Dunggio, 2015. The Level of Patients' Satisfaction toward Nursing Service at Intern Room which Implements MPKP (G3 Bawah) and Non MPKP (Neuro) of Regional Public Hospital (RSUD) Prof. Dr. H. Aloei Saboe of Gorontalo City. Skripsi, Department of S1 Nursing, Faculty of Health Sciences and Sports, State University of Gorontalo. The principal supervisor was Dr. Hj. Herlina Jusuf Dra. M.Kes and Co-supervisor was Wirda Y. Dulahu S.Kep, Ns, M.Kep.

Patients who get service are an important asset because if they are satisfied with the service, they will continuously use the service. However, if the patients are not satisfied, they will tell other people two times worse of their bad experience. To create the satisfaction of the patients, a hospital should create and manage a system which can fulfill it, one of them is Professional Nursing Practice Model (MPKP). This research aimed at analyzing the level of patients' satisfaction toward nursing service at intern room which implements MPKP (G3 Bawah) and Non MPKP at RSUD Prof. Dr. H. Aloei Saboe of Gorontalo City.

This research applied descriptive method with cross sectional approach. The samples were 50 respondents gained by purposive sampling which were divided into 25 respondents in MPKP room and 25 respondents in Non MPKP room. The research result showed that the percentage of patients in MPKP room who were very satisfied was 100%, ($r=4,00$) and the percentage of patient in Non MPKP room who were satisfied was 88% and very satisfied was 12% ($r=3,12$).

It is suggested that RSUD Prof. Dr. H. Aloei Saboe of Gorontalo City should apply Professional Nursing Practice Model in all rooms to improve the quality of nursing service in the hospital.

Keywords: MPKP, Satisfaction, Patients

References: 25 (2001-2014)

