

## Hubungan Tingkat Kepuasan Orang Tua Terhadap Perilaku *Caring* Perawat Di Ruang Anak Rumah Sakit Budi Setia Langowan

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### Abstrak

**Latar Belakang :** Perilaku *caring* merupakan suatu sikap yang dilakukan oleh perawat dimana terdapat interaksi antara perawat dan penerima layanan didasari oleh sikap tanggung jawab, saling mendukung dan menghargai. Perilaku *caring* perawat sangat berdampak bagi perawat maupun kepada pasien atau keluarga pasien. Jika perilaku *caring* perawat baik maka tingkat kepuasan pasien maupun keluarga meningkat dan sebaliknya jika perilaku *caring* perawat buruk maka tingkat kepuasan pasien dan keluarga pasien akan menurun.

**Tujuan :** Mengetahui apakah ada hubungan tingkat kepuasan orang tua terhadap perilaku *caring* perawat di ruangan anak Rumah Sakit Budi Setia Langowan.

**Metode :** Penelitian ini menggunakan penelitian kuantitatif dengan metode korelasi. Dengan menggunakan 2 jenis kuesioner yaitu perilaku *caring* perawat dan kepuasan orang tua. Populasi dalam penelitian ini adalah orang tua pasien anak yang dirawat kurang lebih 3 hari. Pengambilan sampel menggunakan teknik *Total Sampling*. Waktu penelitian dimulai bulan Maret – Juli 2022.

**Hasil:** Uji Statistik yang digunakan adalah uji korelasi *Spearman's Rho* dengan nilai signifikansi  $p < 0,05$ . Didapatkan bahwa terdapat hubungan tingkat kepuasan orang tua pasien terhadap perilaku *caring* perawat dengan nilai *p-value* 0.003

**Kesimpulan:** terdapat hubungan yang signifikan antara tingkat kepuasan orang tua pasien terhadap perilaku *caring* perawat di ruangan perawatan anak.

**Kata Kunci :** Tingkat kepuasan, perilaku *caring*

## The Relationship Of Parent's Satisfaction Level Toward The Nurse's Caring Behavior In The Child Room Of Budi Setia Langowan Hospital

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### *Abstract*

**Background :** Caring behaviour is an attitude carried out by nurses where there is interaction between nurse and service recipients based on an attitude of responsibility, mutual, support and respect. The caring behaviour of nurses has an impact on nurses and on patients or their families. If the nurse's caring behaviour is good, the level of patient and family satisfaction increases and vice versa if the nurse's caring behaviour is bad, the patient's and family's satisfaction level will decrease.

**Objective :** knowing whether there is relationship between the level of parental satisfaction with the caring behavior of nurses in the children's room at Budi Setia Langowan Hospital.

**Methods :** This research uses quantitative research with correlation method. By using 2 types of questionnaires, namely caring behavior of nurses and parental satisfaction. The population in this study were parents of pediatric patients who were treated for approximately 3 days. Sampling using the Total Sampling technique. The research period starts from March to July 2022.

**Result :** The statistical test used was the Spearman's Rho correlation test with a significance value of  $p < 0.05$ . It was found that there is a relationship between the level of satisfaction of the patient's parents on the caring behavior of nurses with a p-value of 0.003

**Conclusion :** there is a significant relationship between the level of satisfaction of the patient's parents on the caring behavior of nurses in the child care room

**Keyword :** satisfaction level, caring behavior