

ABSTRACT

THE RELATIONSHIP OF NURSES' ATTITUDES TO THE LEVEL OF SATISFACTION OF INPATIENTS AT THE NGRAYUN HEALTH CENTER

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The type of research used is a type of quantitative descriptive research. The variables observed in this study were nurses' attitudes and patient satisfaction. The population in this study were 212 patients in the inpatient room of the Ngrayun Health Center, while the number of samples in this study were 139 patients calculated based on the Slovin formula with an error rate of 5%. The data analysis tool used is Chi-square.

The results of the study showed that: The attitude of nurses in the inpatient ward of the Ngrayun Health Center was included in the Bad (16.50%), moderate (71.90%) and good (11.50%) categories. Inpatient satisfaction in the Inpatient Health Center Ngrayun is included in the category of Satisfied (79.90%) and dissatisfied (20.10). There is a relationship between nurse attitudes and the level of patient satisfaction in inpatient care at the Ngrayun Health Center with an Asymp.Sig value of 0.000 (<0.05), which means that the better the respondent's assessment of the nurse's attitude, the higher the respondent's satisfaction level, and vice versa..

Suggestions in this study, namely: 1) Conduct training or technical guidance for each nurse, 2) Provide rewards for nurses who are considered to have good performance, 3) Uphold discipline for nurses who are considered to violate work rules, 4) Nurses should be enthusiastic about every implementation services to inpatients.

Keywords : nurses' attitude, patients' satisfaction