

Mardatillah¹, Dara Ugi Aras², Samhi³

¹Undergraduate Student of Medical Education, Faculty of Medicine and Health Sciences University of Muhammadiyah Makassar, Jl. Sultan Alauddin No.259 Makassar 90211, Sulawesi Selatan, Indonesia.

² Department of Al –Islam Kemuhammadiyah, ³Departement of Al-Islam Kemuhammadiyah Faculty of Medicine and Health Sciences, University of Muhammadiyah Makassar

PENGARUH EMPATI DAN RELIABILITAS TENAGA KESEHATAN TERHADAP KEPUASAN PASIEN DI UGD RSUD SYEKH YUSUF KABUPATEN GOWA.

ABSTRAK

Latar belakang : Pelayanan kesehatan atau perawatan kesehatan merupakan pemeliharaan atau peningkatan status kesehatan melalui usaha-usaha pencegahan, diagnosis, terapi, pemulihan, atau penyembuhan penyakit, cedera, dan gangguan fisik dan mental lainnya. Pelayanan kesehatan diberikan secara profesional oleh tenaga kesehatan dan tenaga pendukung kesehatan, contohnya dokter, dokter gigi, perawat, bidan, apoteker, bersama asisten-asistennya. Empati merupakan kemampuan seseorang untuk memahami perasaan dan permasalahan orang lain, untuk berpikir dari sudut pandang orang lain, dan untuk menghargai perbedaan pandangan orang lain. Reliabilitas merupakan kemampuan memberikan pelayanan yang sesuai secara akurat dan terpercaya.

Tujuan Penelitian: Untuk mengetahui pengaruh empati dan reliabilitas tenaga kesehatan terhadap kepuasan pasien di Unit Gawat darurat RSUD Syekh Yusuf Kabupaten Gowa.

Metode Penelitian : Penelitian ini dilakukan tanggal 2 Desember 2022 – 31 Januari 2023 di Unit gawat Darurat RSUD Syekh Yusuf Kabupaten Gowa. Jenis Penelitian ini adalah observasional analitik.

Hasil Penelitian: Hasil penelitian menunjukkan untuk variabel empati, 12 responden sangat tidak puas, 8 responden tidak puas, 20 responden cukup puas, 26 responden puas, 34 responden sangat puas. Untuk variabel reliabilitas, 0 responden sangat tidak puas, 14 responden tidak puas, 24 responden cukup puas, 40 responden puas, 22 responden sangat puas. Hasil analisis bivariat menggunakan uji Chi – Square menunjukkan $p < 0,05$ yang berarti terdapat pengaruh antara kualitas pelayanan dengan kepuasan pasien.

Kesimpulan : Indikator empati dan reliabilitas memiliki pengaruh terhadap tingkat kepuasan pasien Unit Gawat Darurat RSUD Syekh Yusuf Kabupaten Gowa.

Kata Kunci : Empati, Reliabilitas, Kepuasan Pasien

FACULTY OF MEDICAL AND HEALTH SCIENCES
MUHAMMADIYAH UNIVERSITY OF MAKASSAR
Undergraduate Thesis, 28th February 2023

Mardatillah¹, Dara Ugi Aras², Samhi³

¹Mahasiswa Pendidikan Dokter Fakultas Kedokteran dan Ilmu Kesehatan Universitas Muhammadiyah Makassar, Jl. Sultan Alauddin No.259 Makassar 90211, Sulawesi Selatan, Indonesia

²Dosen Departemen Al – Islam Kemuhammadiyah ³Dosen Departemen Al – Islam Kemuhammadiyah, Fakultas Kedokteran dan Ilmu Kesehatan Universitas Muhammadiyah Makassar

THE INFLUENCE OF HEALTH PERSONNEL EMPATHY AND RELIABILITY ON PATIENT SATISFACTION IN UGD RSUD SYEKH YUSUF DISTRICT GOWA.

ABSTRACT

Background : Health care or health care is the maintenance or improvement of health status through efforts to prevent, diagnose, therapy, recover, or cure diseases, injuries, and other physical and mental disorders. Health services are provided professionally by health workers and health support personnel, for example doctors, dentists, nurses, midwives, pharmacists, along with their assistants. Empathy is a person's ability to understand the feelings and problems of others, to think from the point of view of others, and to appreciate the different views of others. Reliability is the ability to provide appropriate services accurately and reliably.

Purpose : To determine the effect of empathy and reliability of health workers on patient satisfaction in the emergency department of the Syekh Yusuf Regional General Hospital, Gowa Regency.

Method : This research was conducted on 2 December 2022 – 31 January 2023 at the Emergency Unit of the Syekh Yusuf Regional General Hospital, Gowa Regency. This type of research is analytic observational.

Result : The results showed that for the empathy variable, 12 respondents were very dissatisfied, 8 respondents were dissatisfied, 20 respondents were quite satisfied, 26 respondents were satisfied, 34 respondents were very satisfied. For the reliability variable, 0 respondents were very dissatisfied, 14 respondents were dissatisfied, 24 respondents were quite satisfied, 40 respondents were satisfied, 22 respondents were very satisfied. The results of the bivariate analysis using the Chi – Square test showed a $p < 0.05$, which means that there is an influence between service quality and patient satisfaction.

Conclusion : Indicators of empathy and reliability have an influence on the level of satisfaction of patients in the Emergency Department of Sheikh Yusuf Hospital, Gowa Regency.

Key Words : Empathy, Reliability, Patient Satisfaction