

ABSTRAK

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HUBUNGAN *RESPONSE TIME* PERAWAT DALAM MENINDAKLANJUTI KELUHAN DAN BEL PASIEN DENGAN KEPUASAN PASIEN DI RUANG RAWAT INAP RUMAH SAKIT SITI KHODIJAH PEKALONGAN

Response time perawat merupakan indikator mutu pelayanan keperawatan yang mencerminkan kecepatan tenaga keperawatan dalam menindaklanjuti keluhan dan bel pasien. Respon yang cepat diharapkan dapat meningkatkan kepuasan pasien sebagai tolok ukur keberhasilan pelayanan rumah sakit. Penelitian ini bertujuan mengetahui gambaran *response time* perawat, tingkat kepuasan pasien, serta menganalisis hubungan antara *response time* perawat dengan kepuasan pasien di ruang rawat inap RS Siti Khodijah Pekalongan. Penelitian menggunakan desain kuantitatif korelasional dengan pendekatan *cross sectional*. Sampel berjumlah 99 responden dipilih melalui teknik *accidental sampling* sesuai kriteria inklusi. Instrumen penelitian berupa kuesioner *response time* dan kepuasan pasien dengan 22 butir pertanyaan berdasarkan dimensi *SERVQUAL* yang telah teruji validitas dan reliabilitasnya. Analisis data dilakukan menggunakan uji *Chi-Square* dengan tingkat signifikansi $p < 0,05$. Hasil penelitian menunjukkan sebagian besar responden menilai *response time* perawat cepat (≤ 5 menit) sebanyak 80 responden (80,8%), sedangkan 19 responden (19,2%) menilai lambat (> 5 menit). Tingkat kepuasan pasien mayoritas berada pada kategori sangat puas (77,8%) dan puas (22,2%). Hasil uji *Chi-Square* menunjukkan terdapat hubungan bermakna antara *response time* perawat dengan kepuasan pasien ($p = 0,013$). Disimpulkan bahwa semakin cepat *response time* perawat, semakin tinggi kepuasan pasien. Rumah sakit disarankan mempertahankan serta meningkatkan mutu pelayanan melalui pengawasan rutin, pelatihan berkelanjutan, dan optimalisasi sistem pemanggilan pasien.

Kata Kunci: *response time, kepuasan pasien, pelayanan keperawatan*

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ABSTRACT

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THE RELATIONSHIP BETWEEN NURSES' RESPONSE TIME TO PATIENT COMPLAINTS AND BELLS AND PATIENT SATISFACTION IN THE INPATIENT WARD OF SITI KHODIJAH HOSPITAL, PEKALONGAN

Nurse response time is a key indicator of the quality of nursing services, reflecting how quickly nursing staff address patient complaints and calls. A prompt response is expected to enhance patient satisfaction, serving as a benchmark for evaluating the success of hospital services. This study aims to describe the nurse response time, assess the level of patient satisfaction, and analyze the relationship between nurse response time and patient satisfaction in the inpatient ward of Siti Khodijah Hospital in Pekalongan. The study employed a quantitative correlational design with a cross-sectional approach. A sample of 99 respondents was selected using an accidental sampling technique based on specific inclusion criteria. The research instrument consisted of a questionnaire on response time and patient satisfaction, which included 22 questions grounded in the SERVQUAL dimensions. This questionnaire underwent validity and reliability testing. Data analysis was conducted using the Chi-Square test, with a significance level set at $p < 0.05$. The results indicated that the majority of respondents rated the nurses' response time as fast (within 5 minutes), with 80 respondents (80.8%) giving this rating. In contrast, 19 respondents (19.2%) considered the response time to be slow (more than 5 minutes). Most respondents expressed high levels of patient satisfaction, with 77.8% stating they were very satisfied and 22.2% reporting they were satisfied. A Chi-Square test revealed a significant relationship between nurses' response time and patient satisfaction ($p = 0.013$). This suggests that faster response times by nurses lead to higher levels of patient satisfaction. Hospitals are encouraged to maintain and enhance service quality through regular supervision, ongoing training, and the optimization of patient call systems.

Keywords: *response time, patient's satisfaction, nursing service*