ABSTRAK

Hubungan Kepuasan Kerja Tenaga Perawat dengan Mutu Pelayanan Keperawatan di Ruangan Instalasi Bedah Sentral RSUD Ngudi Waluyo Wlingi. Rifqi Qolbi Faiqhi (2024) Skripsi, Sarjana Terapan Keperawatan Malang, Jurusan Keperawatan, Politeknik Kesehatan Kemenkes Malang, Pembimbing (Utama) Dr. Tri Johan A.Y., S.KP., M.Kep. (Pendamping) Sumirah Budi Pertami, S.Kp. M.Kep.

Kata Kunci : Kepuasan Kerja, Perawat, Mutu Pelayanan

Latar Belakang : Kepuasan kerja tenaga perawat dapat mempengaruhi mutu pelayanan keperawatan. Tujuan penelitian ini untuk mengetahui hubungan antara kepuasan kerja tenaga perawat dengan mutu pelayanan keperawatan. Metode penelitian yang digunakan yaitu penelitian korelasional dengan pendekatan *cross sectional.* Metode penelitian : pengambilan sampel menggunakan *total sampling* dengan 34 responden. Penentuan responden berdasarkan kriteria dimana jumlah populasi yang kurang dari 100 maka seluruh populasi dijadikan sampel penelitian. Variabel independen yaitu kepuasan kerja tenaga perawat, sedangkan variable dependen yaitu mutu pelayanan keperawatan. Uji analisis statistik menggunakan uji korelasi *Spareman Rank*. Hasil uji statistik menunjukkan p value <0,001, dengan koefisien korelasi 0,747 yang berarti ada hubungan antara kepuasan kerja tenaga perawat dengan mutu pelayanan keperawatan, dengan kekuatan korelasi kuat dengan arah searah yang artinya semakin puas tingkat kepuasan kerja tenaga perawat maka semakin tinggi tingkat mutu pelayanan keperawatan.

ABSTRACT

The Relationship between Job Satisfaction of Nursing Staff and the Quality of Nursing Services in the Central Surgical Installation Room at Ngudi Waluyo Wlingi Regional Hospital. Rifqi Qolbi Faiqhi (2024) Thesis, Bachelor of Applied Nursing Malang, Department of Nursing, Health Polytechnic Ministry of Health Malang, Supervisor (Main) Dr. Tri Johan A.Y., S.KP., M.Kep. (Companion) Sumirah Budi Pertami, S.Kp. M. Kep.

Keywords: Job Satisfaction, Nurses, Service Quality

Background: Job satisfaction of nursing staff can influence the quality of nursing services. The aim of this research is to determine the relationship between job satisfaction of nursing staff and the quality of nursing services. The research method used is a correlational research approach*cross sectional.* Research method: sampling using*total sampling* with 34 respondents. Determining respondents is based on criteria where the population is less than 100, so the entire population is used as the research sample. The independent variable is job satisfaction of nursing staff, while the dependent variable is the quality of nursing services. Test statistical analysis using the correlation test*Spareman Rank*. The statistical test results show a p value <0.001, with a correlation coefficient of 0.747, which means there is a relationship between job satisfaction of nursing staff and the quality of nursing services, with a strong correlation strength in the same direction, which means that the more satisfied the level of job satisfaction of nursing staff, the higher the level of quality of nursing services.