

ABSTRACT

Patient satisfaction is a concrete criterion for evaluating health care and the quality of nursing services is the professional attitude of nurses who provide a comfortable feeling for each patient. One of the determinants of patient satisfaction is the quality of nursing services. The level of satisfaction of patients in the emergency room of a hospital in health services describes the quality of service in a health service place. The purpose of this literature review study is to determine the relationship between the quality of nursing services and patient satisfaction in the emergency room of the hospital. This study uses the literature review method, and this literature review study was carried out by searching articles through the Google Scholar database, Garuda Portal and Proquest. and from the database get 10 journals to review. Based on the identification of 10 existing journals, Journal of Andhika, (2020) stated that the quality of service was 43.3% good and 43.3% of patients satisfied. Siti Nurhidayah, (2019) stated that the service quality was 55.7% good and 55.7% satisfied patients, Lenny Gannika (2019) stated that the service quality was 59.4% good and 73.4% satisfied patients. Maimunah, (2015) stated that the quality of service was 63.3% good and 56.7% of patients were satisfied. Maria Yunita, (2015) stated that the quality of service was 49.6% good and 46.6% of patients were satisfied. Yosi Maria, (2017) stated that the quality of service was 60.2% good and 59.2% of patients were satisfied. Renaldi Saputra, (2017) stated that service quality is 36.5 % good and 46.6% of patients are satisfied. Eva Prillelli, (2019) stated that the quality of service was 53.8% good and 51.6% of patients were satisfied. Endiyono, (2020) stated that the quality of service was 43.3% good and 51.5% of patients satisfied, Joko Purwanto, (2014) stated that the quality of service was 82.8% good and 74.7% of patients satisfied. The conclusions from the literature review study are as follows, the quality of nursing services according to 10 existing journals, namely 7 journals state that the quality of nursing services is good and patient satisfaction in the hospital emergency room shows that 7 out of 10 existing journals are satisfied with nursing services. All existing journals state that there is a relationship between the quality of nursing services and patient satisfaction in the hospital emergency room. Suggestion; In order to improve the quality of nursing services, the hospital can conduct competency training for nurses. To be able to increase patient satisfaction in the hospital emergency room, nurses are expected to pay more attention to attitudes when taking actions towards patients. Because the quality of nursing services is related to patient satisfaction, the hospital must try to improve the quality of the performance of nurses so that patients can feel satisfied by socializing and evaluating nurses

Keywords :Quality of Service, Nursing Services, Patient Satisfaction, Hospital Emergency Room

ABSTRAK

Kepuasan pasien adalah kriteria *konkret* untuk *evaluasi* perawatan kesehatan dan kualitas pelayanan keperawatan adalah sikap profesional perawat yang memberikan perasaan nyaman pada diri setiap pasien salah satu faktor penentu kepuasan pasien yaitu kualitas pelayanan keperawatan. Tingkat Kepuasan pasien diruangan IGDR rumah Sakit dalam pelayanan kesehatan menggambarkan kualitas pelayanan ditempat pelayanan kesehatan. Tujuan dari studi *literature rivew* ini, yaitu mengetahui hubungan kualitas pelayanan keperawatan dengan kepuasan pasien di ruangan IGD Rumah Sakit. Studi ini menggunakan metode *literature review*, dan studi *literature review* ini dilakukan dengan penelusuran artikel melalui database *google scholar*, portal Garuda dan *proquest*. dan dari data base tersebut Mendapatkan 10 jurnal untuk di telaah. Berdasarkan hasil identifikasi 10 jurnal yang ada, Jurnal dari Andhika, (2020) menyatakan kualitas pelayanan 43,3% baik dan 43,3% pasien puas. Siti Nurhidayah, (2019) menyatakan kualitas pelayanan 55,7% baik dan 55,7% pasien puas, Lenny Gannika, (2019) menyatakan kualitas pelayanan 59,4% baik dan 73,4% pasien puas. Maimunah, (2015) menyatakan kualitas pelayanan 63,3% baik dan 56,7% pasien puas. Maria Yunita, (2015) menyatakan kualitas pelayanan 49,6% baik dan 46,6% pasien puas. Yosi Maria, (2017) menyatakan kualitas pelayanan 60,2% baik dan 59,2% pasien puas. Renaldi Saputra, (2017) menyatakan kualitas pelayanan 36,5 % baik dan 46,6% pasien puas. Eva Prilelli, (2019) menyatakan kualitas pelayanan 53,8% baik dan 51,6% pasien puas. Endiyono, (2020) menyatakan kualitas pelayanan 43,3% baik dan 51,5% pasien puas, Joko Purwanto, (2014) menyatakan kualitas pelayanan 82,8% baik dan dan 74,7% pasien puas. Adapun kesimpulan dari studi *literature rivew* sebagai berikut, Kualitas pelayanan keperawatan menurut 10 jurnal yang ada yaitu 7 jurnal menyatakan bahwa kualitas pelayanan keperawatan baik dan Kepuasan pasien di IGD rumah sakit menunjukan bahwa 7 dari 10 jurnal yang ada menyatakan puas dengan pelayanan keperawatan. Seluruh jurnal yang ada menyatakan bahwa terdapat hubungan antara kualitas pelayanan keperawatan dengan kepuasan pasien di IGD rumah sakit. Saran; untuk dapat meningkatkan kualitas pelayanan keperawatan, pihak rumah sakit bisa melakukan pelatihan kompetensi kepada perawat. Untuk dapat meningkatkan kepuasan pasien di IGD rumah sakit diharapkan perawat lebih memperhatikan lagi sikap saat melakukan tindakan terhadap pasien. Dikarnakan kualitas pelayanan keperawatan berhubungan dengan kepuasan pasien, maka dari pihak rumah sakit harus berusaha meningkatkan lagi kualitas kinerja dari perawat agar pasien dapat merasa puas dengan cara melakukan sosialisasi dan evaluasi kepada perawat.

Kata Kunci : Kualitas Pelayanan, Pelayanan Keperawatan, Kepuasan Pasien, IGD Rumah Sakit