

**ABSTRAK**

Judul : Gambaran Sikap Empati Perawat Dalam Melaksanakan Asuhan Keperawatan di Ruang Rawat Inap Rumah Sakit Umum Daerah Kota Tangerang  
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Program Studi : Ners

**Latar belakang:** Sikap Empati perawat merupakan *soft skill* yang harus dimiliki oleh perawat. Citra perawat yang profesional, hangat dan peduli dapat dirasakan oleh masyarakat. Tetapi masih ada sikap perawat yang terlalu sibuk menulis, menyiapkan obat di ruang farmasi, kunjungan dokter di waktu yang berdekatan, sehingga komunikasi dengan pasien sangat singkat. **Tujuan:** Mengetahui gambaran sikap empati perawat dalam melaksanakan asuhan keperawatan di ruang rawat inap. **Metode:** Penelitian ini dilaksanakan di Rumah Sakit Umum Daerah Kota Tangerang dengan metode deskriptif, *cross-sectional study* pada 87 perawat di ruang rawat inap. Instrumen penelitian menggunakan kuesioner yang tervalidasi dengan nilai setiap item ( $p \text{ value} > 0,412$ ) dan reliabel nilai *Alpha Cronbach's (p value = 0,942 > 0,412)*. Analisis yang digunakan adalah analisis univariat. **Hasil:** Rata-rata usia responden 28 tahun. Jenis kelamin perempuan (71,3%). Pendidikan D3 keperawatan (26,4%) dan Ners (73,6%). Lama bekerja perawat mayoritas 1-5 tahun (69%). Gambaran empati kognitif perawat dalam melaksanakan asuhan keperawatan (98,9%) dan Gambaran empati afektif perawat dalam melaksanakan asuhan keperawatan (100%). **Kesimpulan:** Perawat ruang rawat inap melaksanakan asuhan keperawatan pada pasien dengan empati kognitif dan afektif dengan baik. Disarankan sikap empati perawat dievaluasi secara berkala dan terus diberikan penyegaran agar kepuasan pasien dan mutu pelayanan dapat dipertahankan.

**Kata kunci:** Sikap Empati Perawat, Asuhan Keperawatan, Rawat Inap

**ABSTRACT**

Title : Overview of the Empathy Attitude of Nurses in  
Implementing Nursing Care in the Inpatient Room of the  
Tangerang City General Hospital

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Study Program : Ners

**Background:** Nurses' empathy is a soft skill that must be trained since the formal nursing education level, so that the image of nurses who are professional, warm and caring is felt by the community. In the observations of researchers at the Tangerang City Regional General Hospital, there are attitudes of nurses who are like being too busy writing, preparing drugs in the pharmacy room, having doctor visits at a close time, so time with patients is very short. **Objective:** To describe the attitude of nurses' empathy in carrying out nursing care in the inpatient room of the Tangerang City Hospital. **Methods:** This research was conducted at the Tangerang City General Hospital. Descriptive research with cross-sectional method on 87 inpatient nurses, the research instrument used a validated questionnaire with the value of each item ( $p$  value  $> 0.412$ ) and reliable Cronbach's Alpha value ( $p$  value  $= 0.942 > 0.412$ ). The analysis used is univariate analysis. **Results:** The average age of the respondents was 28 years. Gender is female (71.3%), male (28.7%). D3 nursing education (26.4%), S1 Nurses (73.6%). The majority of nurses worked for 1-5 years (69%). Picture of cognitive empathy of nurses in carrying out nursing care (98.9%) and Picture of affective empathy of nurses in carrying out nursing care (100%). **Conclusion:** Inpatient nurses apply empathy well in carrying out nursing care both cognitively and affectively to patients. Can be described by nurses listening to patient complaints. Each nurse has a different approach to knowing the patient's condition such as a humorous approach. Nurses can also understand the patient's sad feelings from the expressions given and invite the patient to keep praying and provide motivation and appreciation when the patient experiences better development. **Suggestion:** This research can be used as an evaluation material for planning refresher programs in maintaining nurses' empathy attitudes which will later affect the increase in satisfaction with the quality of nursing services so that they can increase the percentage of community satisfaction surveys with services in hospitals.

**Keywords:** Empathy Attitude of Nurses, Nursing Care, Hospitalization