UNIVERSITAS ESA UNGGUL FAKULTAS ILMU-ILMU KESEHATAN PROGRAM STUDI ILMU KEPERAWATAN

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"THE RELATIONSHIP NURSING CARE TO CLIENT SATISFACTION IN THE INPATIENT UNIT GRADE 3 IN GRHA KEDOYA HOSPITAL - JAKARTA 2015"

VII Chapters + 106 Pages + 20 Table + Scemes 16 + 26 Attachment

ABTRACT

People who get a grade 3 treatment has an economy largely belonging to the middle. Therefore, the poor or lower middle will be able to get the nursing care affordable. With the provision of nursing care Grade 3 then the need for thorough preparation for nurses as well as additional facilities as possible with the nursing care in class 3, the customer or client will be growing a lot. Therefore required a mature readiness for clients seeking treatment and care needs in classrooms 3 will be satisfied. This study aimed to determine the relationship of nursing care to patient satisfaction in the inpatient unit grade 3, GrhaKedoya Hospital – Jakarta. Description of the method used in this study correlated with cross-sectional approach. Sample used is purposive sampling as many as 45 respondents in patients who were treated at a hospital grade 3, GrhaKedoya Hospital -Jakarta. These studies are conducted to fill the research checklist to find the relationship of nursing care to patients satisfaction. To determine the relationship between two variables, this study performed using chi-square analysis. This study obtained data is that there is a significant relationship between nursing care with patient satisfaction in grade 3. by using chi-square obtained p-value of 0.000, indicating that there is a significant correlation between patients' satisfaction with nursing care in the inpatient unit grade 3, GrhaKedoya Hospital- Jakarta, 2015.

KeyWords: Nursing Care, Patient Satisfaction, Grade 3

Refrences: 2005-2013