HUBUNGAN ANTARA PERSEPSI PASIEN TERHADAP LAYANAN *PASTORAL CARE* DAN KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT PANTI RAPIH

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ABSTRAK

Penelitian ini membahas mengenai hubungan antara persepsi pasien terhadap layanan *pastoral care* dan kepuasan pasien rawat inap di Rumah Sakit Panti Rapih. Hipotesis yang diajukan adalah adanya hubungan positif antara persepsi pasien terhadap layanan *pastoral care* dengan kepuasan pasien rawat inap di Rumah Sakit Panti Rapih. Subjek dalam penelitian ini adalah pasien rawat inap (N = 143). Subjek dipilih dengan metode *sampling insidental*. Metode pengumpulan data dengan menyebaran tes dan skala PSI-C (N=22; $\alpha = 0,948$) dan skala kepuasan pasien (N=18; $\alpha_{strat} = 0,906$). Teknik analisis data yang digunakan adalah teknik korelasi *Spearman Rho* karena sebaran data tidak normal. Hasilnya menunjukkan terdapat korelasi (r = 0,215; p = 0,000; p < 0,05) antara persepsi *pastoral care* ($M = 92,57$; SD = 9,521) dan kepuasan pasien ($M = 104,73$; SD = 9,575). Hasil ini mengindikasikan adanya korelasi positif yang lemah antara persepsi *pastoral care* dengan kepuasan pasien rawat inap. Hal itu berarti bahwa semakin tinggi persepsi pasien terhadap pelayanan *pastoral care* maka akan semakin tinggi pula kepuasan pasien rawat inap dirumah sakit Panti Rapih.

Kata kunci : Persepsi layanan *pastoral care*, Kepuasan pasien, Pasien rawat inap, Rumah sakit.

THE RELATION BETWEEN PATIENTS PERCEPTION TO THE *PASTORAL CARE* AND THE PATIENTS' SATISFACTION AT THE INPATIENT UNIT OF PANTI RAPIH HOSPITAL

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ABSTRACT

This study described the relation between patients perception to the *pastoral care* and the patients' satisfaction at the inpatient unit of Panti Rapih hospital. The hypothesis that there had a positive relation between patients perception to the *pastoral care* and the patients' satisfaction at the inpatient unit of Panti Rapih hospital. The subjects were the intensive care patients ($N = 143$). These subjects had been chosen by incidental sampling method. The data collection had been conducted by spreading test and scale PSI-C ($N=22$; $\alpha = 0,984$) and scale of patients satisfaction ($N=18$; $\alpha_{start} = 0.906$). The data analysis used the *Spearman Rho* correlation because of the data spreading isn't normal. The result pointed that it has a correlation ($r= 0,215$; $p = 0,000$; $p < 005$) between *pastoral care* perception ($M = 92,57$; $SD = 9,521$) and the patient satisfaction ($M = 104,73$; $SD = 9,575$). This result indicated that it has a weak positive correlation between *pastoral care* perception and the patients' satisfaction at the inpatient unit. It meant that the increasing of the patients perception to the *pastoral care* at Panti Rapih Hospital, the patients' satisfaction at the inpatient unit increased also.

Key Words: The perception of *Pastoral Care*, Patients' Satisfaction, Inpatient, Hospital.