

**Hubungan Perilaku *Caring* Perawat Anestesi dengan Kepuasan Pelayanan
Pre Anestesi pada Pasien General Anestesi di Instalasi Bedah Sentral
RS PKU Muhammadiyah Yogyakarta**

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INTISARI

Profesi perawat anestesi sangat dituntut untuk dapat memberi perhatian, menghargai, komitmen untuk mencegah terjadinya suatu hal yang buruk. Peran perawat anestesi dalam hal ini adalah melakukan pelayanan pre anestesi dalam mempersiapkan fisik dan mental pasien saat anestesi, dan perkiraan lamanya efek anestesi, dan hal-hal yang akan dialami pasien saat anestesi. Kurangnya persiapan dan informasi sebelum operasi akan mempengaruhi keputusan pasien sehingga tidak jarang pasien menolak sebelum dilakukan tindakan. Penelitian ini bertujuan untuk mengetahui hubungan perilaku *caring* perawat anestesi dengan kepuasan pelayanan pre anestesi pada pasien general anestesi di ruang Instalasi Bedah Sentral RS PKU Muhammadiyah Yogyakarta. Penelitian ini menggunakan metode kuantitatif. Dengan desain penelitian deskriptif korelasional. Pengambilan sampling *non probability* sampling dengan teknik *purposive sampling*. Populasi dalam penelitian adalah pasien dengan anestesi general yang akan menjalani anestesi pada operasi elektif di Instalasi Bedah Sentral RS PKU Muhammadiyah Yogyakarta jumlah sampel 62 responden. Analisa data menggunakan uji *chi square*. Dari hasil penelitian didapatkan bahwa perawat anestesi RS PKU Muhammadiyah Yogyakarta berperilaku *caring* dengan dibuktikan dengan 59 responden (95,2%) mengatakan perawat anestesi berperilaku *caring*. Sebagian besar responden merasa puas dengan perilaku perawat anestesi dibuktikan dengan 60 responden (96,8%) mengatakan puas dengan pelayanan pre anestesi. Hasil uji *chi square* didapatkan nilai X^2 40,644 dengan signifikan $(p)0,002 < 0,05$. Terdapat hubungan yang cukup erat antara perilaku *caring* perawat anestesi dengan kepuasan pelayanan pre anestesi dilihat koefisien kontingensi menghasilkan nilai yang lebih kecil yaitu 0,629 Kesimpulannya adalah ada hubungan perilaku *caring* perawat anestesi dengan kepuasan pelayanan pre anestesi pada pasien general anestesi di Instalasi Bedah Sentral RSU PKU Muhammadiyah Yogyakarta.

Kata Kunci : Perilaku *Caring*, Kepuasan, Pre Anestesi

Relationship between Caring Anesthesia Nurse Behavior with Service Satisfaction Pre Anesthesia in General Anesthesia Patients in Central Surgical Installations PKU Muhammadiyah Yogyakarta Hospital

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ABSTRACT

The profession of anesthetist nurse is highly demanded to be able to give attention, respect, commitment to prevent something bad from happening. The role of the anesthetist nurse in this case is to perform pre-anesthesia services in preparing the patient physically and mentally during anesthesia, and the estimated duration of the anesthetic effect, and the things that the patient will experience during anesthesia. Lack of preparation and information before surgery will affect the patient's decision so that it is not uncommon for patients to refuse before the action. This study aims to determine the relationship of caring anesthetist nurses with the satisfaction of pre-anesthesia services in general anesthesia patients in the Central Surgical Installation Room of PKU Muhammadiyah Hospital Yogyakarta. This research uses quantitative methods. With a descriptive correlational research design. Taking non-probability sampling with purposive sampling technique. The population in this study were patients with general anesthesia who would undergo anesthesia in elective surgery at the Central Surgical Installation PKU Muhammadiyah Hospital Yogyakarta with a sample of 62 respondents. Data analysis using chi square test. From the results of the study, it was found that the anesthesia nurses of PKU Muhammadiyah Hospital Yogyakarta behaved caring, as evidenced by 59 respondents (95.2%) said that the anesthetist nurses behaved caring. Most respondents were satisfied with the behavior of the anesthetist nurse as evidenced by 60 respondents (96.8%) said they were satisfied with the pre anesthesia service. Chi square test results obtained value χ^2 40,644 with a significant (p) 0.002 <0.05. There is a fairly close relationship between caring behavior of anesthetist nurses with satisfaction of pre anesthesia services..

Keywords : Caring Behavior, Satisfaction, Pre Anesthesia