• Burnout Syndrome Mahasiswa Profesi Ners Berdasarkan Analisis Faktor Stressor, Relational Meaning dan Coping Strategy
• Indikator Pencarian Kebutuhan Nutrisi oleh Pasien Rawat Inap Rumah Sakit Tentara Dr. Soeproatun Malang
• Pengembangan Model Self Regulated Learning in Studying Nursing (SRLSN) untuk Peningkatan Kompetensi Belajar Mahasiswa
• Penurunan Insiden Infeksi Nosokomial Pasien Pasca Sektor Caesarea di Rumah Sakit Melalui Pelatihan Asuhan Keperawatan Berbasis Knowledge Management
• Studi Kompasifikasi Sikap Ners dan Dokter Spesialis terhadap Kolaborasi Perawat-Dokter di Rumah Sakit
• Pengaruh Pendekatan Motivational Interviewing terhadap Motivasi dan Kemandirian Penderita Tb dalam Pengobatan Tb Paru
• Pemberdayaan Keluarga dalam Peningkatan Self Efficacy dan Self Care Activity Keluarga dan Penderita Tb Paru
• Pengalaman ODHA Mendapatkan Dukungan Sosial dalam Menjalani Kehidupan Sehari-hari di Malang Raya
• Efektivitas Supportive Educational terhadap Peningkatan Self Regulation, Self Efficacy, dan Self Care Agency dalam Kontrol Glikemik Penderita Diabetes Mellitus Tipe 2
• Model Peningkatan Kinerja Perawat Unit Gawat Darurat (UGD) berdasarkan Asosiasi Karakteristik Individu, Karakteristik Organisasi dan Karakteristik Pekerjaan
• Relaksasi Autogenic Training untuk Membantu Keberhasilan Masa Awal Laktasi pada Ibu Postpartum
• Kepatuhan Bidan Desa terhadap Standart Pelayanan Antenatal di Jawa Timur
• Peningkatan Mutu pasien Jamkesmas di Puskesmas Indonesia
• Pengembangan Palliative Community Health Nursing (PCHN) untuk Meningkatkan Kemandirian Keluarga dalam Merawat Penderita Kanker di Rumah
• Intervensi (Stimulasi Memori) Meningkatkan Fungsi Kognitif Lansia
• Peningkatan Kinerja Pendekaptasian Asuhan Keperawatan Berbasis Knowledge Management "SECT’s Model"
• Atmosfer Kerja dan Persepsi terhadap Pekerjaan sebagai Determinan Intention to Stay Karyawan di Rumah Sakit Bhayangkara Wahyu Tutuko Bojonegoro
• Model Peningkatan Quality of Nursing Work Life untuk Menurunkan Intention to Quit Perawat di Rumah Sakit Premier Surabaya
• Indeks Remunerasi Tenaga Keperawatan

Diterbitkan oleh:
Program Studi Ilmu Keperawatan FKp Unair bekerjasama dengan
PPNI Propinsi Jawa Timur

Terakreditasi B
Nomor: 58/DIKTI/Kep/2013

Jurnal Ners
(Ners. J.)
Vol. 8
No. 2
Hlm. 175–374
Surabaya
Oktober 2013
ISSN
1858-3598
<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Burnout Syndrome in Nursing Students Based on Effect of stressor, Relational meaning and coping strategy</td>
<td>175 - 182</td>
</tr>
<tr>
<td>2</td>
<td>Inpatients Nutritional Requirements Indicator at Army Hospital dr. Soepraon Malang</td>
<td>183 - 189</td>
</tr>
<tr>
<td>3</td>
<td>Development of Self Regulated Learning Model in Studying Nursing (SRLSN) to Improve Student Learning Competence</td>
<td>190 - 201</td>
</tr>
<tr>
<td>4</td>
<td>Nursing Care Knowledge Management Based Training Decrease Nosocomial Infection Inciden in Post Sectio Cesarea Patients</td>
<td>202 - 210</td>
</tr>
<tr>
<td>5</td>
<td>Comparative Study of Registered Nurse and Specialist’s Attitude Toward Nurse-Physician Collaboration in Hospital</td>
<td>211 - 216</td>
</tr>
<tr>
<td>6</td>
<td>The Effect of Motivational Interviewing Approach on Motivation and Autonomy of TB patient in Lung TB treatment</td>
<td>217 - 225</td>
</tr>
<tr>
<td>7</td>
<td>Family Empowerment in Increasing Self-Efficacy and Self-Care Activity of Family and Patients with Pulmonary Tb</td>
<td>226 - 239</td>
</tr>
<tr>
<td>8</td>
<td>The Experience Of PLWHA Who Get Social Support Undergoing In Daily Life In Malang</td>
<td>240 - 252</td>
</tr>
<tr>
<td>9</td>
<td>The Effectiveness of Supportive Educatice in Increasing Self Regulation, Self Efficacy, and Self Care Agency to Control Glichemic Index in Patient with Type II Diabetes</td>
<td>253 - 270</td>
</tr>
<tr>
<td>10</td>
<td>Model of Emergency Department Nurse Performance Improvement Based on Association of Individual Characteristic, Organization Characteristic and Job Characteristic</td>
<td>271 - 282</td>
</tr>
<tr>
<td>11</td>
<td>Autogenic Training Relaxation Helping Postpartum Mothers to Achieve Successful Breastfeeding on Early Lactation Period</td>
<td>283 - 294</td>
</tr>
<tr>
<td>12</td>
<td>Antenatal Care Services Standart Compliance of Village Midwife in East Java Province</td>
<td>295 - 300</td>
</tr>
<tr>
<td>13</td>
<td>Model of an Increasing Quality of Nursing Service (Satisfaction) for Poor Patient in Public Health Center Indonesia</td>
<td>301 - 308</td>
</tr>
<tr>
<td>14</td>
<td>The Development of Palliative Community Health Nursing to Increase Family’s Autonomy in Caring Patient with Cancer at Home</td>
<td>309 - 316</td>
</tr>
<tr>
<td>15</td>
<td>Intervensi (Stimulasi Memori) Meningkatan Fungsi Kognitif Lansia</td>
<td>317 - 329</td>
</tr>
<tr>
<td>16</td>
<td>Improving Performance of Nursing Documentation Based on Knowledge Management Through SECI Concept Modelâ€™s in RSI Garam Kalianget in Sumenep</td>
<td>330 - 341</td>
</tr>
<tr>
<td>17</td>
<td>Work atmosphere and Perception on Job as Determinant Factor of Employee’s Intention to Stay in Wahyu Tutuko Police Hospital Bojonegoro</td>
<td>342 - 348</td>
</tr>
<tr>
<td>18</td>
<td>Quality Of Nursing Work Life Improvement Model to Decrease Nurse Intention to Quit In Premier Surabaya Hospital</td>
<td>349 - 356</td>
</tr>
<tr>
<td>19</td>
<td>Nursing Remuneration Index</td>
<td>357 - 374</td>
</tr>
</tbody>
</table>
Model of an Increasing Quality of Nursing Service (Satisfaction) for Poor Patient in Public Health Center Indonesia

Peningkatan Mutu Pada Pasien Jamkesmas Di Puskesmas Indonesia

1. Nursalam --> Dosen Fakultas Keperawatan / nursalam@fkp.unair.ac.id
2. Pratiwi --> Mahasiswa Fakultas Keperawatan / tiwi173@gmail.com
3. Laily Hidayati --> Dosen Fakultas Keperawatan / laily-h@fkp.unair.ac.id

Abstract

Introduction. Nursing care Quality in a health center was one form of services that had to be considered and adjusted based on customer perception. The number of patients at Puskesmas Ngletih- Kediri was getting lower during past three years. The purpose of this study was to analyse the model of quality nursing service based on the customer perspective using the theory of Service Quality (SERVQUAL) for Poor patient in Public Health Center in Indonesia.

Method. The study was a descriptive survey design. The respondents were all patients at Puskesmas Ngletih- Kediri. There were 46 respondents who had been chosen by simple random sampling. Research variables were the recommendation of others, customer needs, past experiences and the quality of nursing care. Data were collected using a questionnaire that was modified from the theory of service quality by Parasuraman and analyzed using binary logistic regression test with a significance level of p <0.05. Results. The results showed that the recommendation from others (p=0.011), customer requirements (p=0.033), and past experiences (p=0.009) were related to the quality of nursing care. Past experience variables had the greatest chance to determine the quality of nursing care at Puskesmas Ngletih to be good. Three variables had a chance of 78.26% to form a customer's perception of good service quality all at once. Discussion. It can be concluded that the customers get the recommendation of others, can fulfill their needs, and have good experiences because of a good nursing care quality in the health center. On the other hand, if the customers get bad experiences and their needs are not met, they will not recommend to others to use the services of nursing services at the health center and customers' perception about the good quality of nursing care will not be formed. Further research is expected to examine the quality of nursing care in terms of the service provider.

Keyword : quality, nursing, service, poor, patient, public, health, center,

Daftar Pustaka :