

**HUBUNGAN *RESPONSE TIME* PERAWAT DENGAN TINGKAT
KEPUASAN PADA KLIEN DI UNIT GAWAT DARURAT
PUSKESMAS SUMBERSARI LUMAJANG**

SKRIPSI



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**HUBUNGAN *RESPONSE TIME* PERAWAT DENGAN TINGKAT
KEPUASAN KLIEN DI UNIT GAWAT DARURAT PUSKESMAS
SUMBERSARI**

***THE RELATIONSHIP BETWEEN NURSES' RESPONSE TIME AND
CLIENT SATISFACTION AT THE EMERGENCY DEPARTMENT OF
SUMBERSARI COMMUNITY HEALTH CENTER***

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ABSTRAK

Pendahuluan: Pelayanan di Unit Gawat Darurat (UGD) menuntut *response time* perawat yang cepat dan tepat karena menjadi salah satu indikator mutu pelayanan serta berpengaruh terhadap kepuasan klien. Keterlambatan dalam memberikan tindakan dapat menurunkan kepercayaan dan kepuasan klien terhadap pelayanan kesehatan.

Tujuan: Penelitian ini bertujuan untuk mengetahui hubungan *response time* perawat dengan tingkat kepuasan klien di Unit Gawat Darurat Puskesmas Sumbersari.

Metode: Penelitian ini menggunakan desain penelitian analitik observasional dengan pendekatan *cross sectional*. Sampel penelitian berjumlah 59 responden yang dipilih menggunakan teknik *accidental sampling*. Data *response time* diperoleh melalui lembar observasi, sedangkan tingkat kepuasan klien diukur menggunakan kuesioner kepuasan. Analisis data dilakukan secara univariat untuk menggambarkan karakteristik responden dan bivariat menggunakan uji *Chi-Square* dengan tingkat kemaknaan $\alpha = 0,05$.

Hasil: Hasil penelitian menunjukkan bahwa hampir seluruh responden memperoleh *response time* cepat sebanyak 45 responden (76,3%) dan hampir seluruh responden merasa sangat puas terhadap pelayanan yang diberikan sebanyak 45 responden (76,3%). Hasil tabulasi silang menunjukkan seluruh responden yang memperoleh *response time* cepat berada pada kategori sangat puas, sedangkan responden dengan *response time* lambat sebagian besar berada pada kategori puas dan cukup puas. Hasil uji *Chi-Square* diperoleh nilai $p = 0,000$ ($p < 0,05$), sehingga terdapat hubungan yang signifikan antara *response time* perawat dengan tingkat kepuasan klien di Unit Gawat Darurat Puskesmas Sumbersari.

Diskusi: Temuan ini menunjukkan bahwa semakin cepat *response time* perawat dalam memberikan pelayanan, semakin tinggi tingkat kepuasan klien. Hasil penelitian ini sejalan dengan teori mutu pelayanan kesehatan yang menyatakan bahwa ketepatan dan kecepatan pelayanan merupakan faktor penting dalam meningkatkan kepuasan pasien terhadap pelayanan kesehatan.

Kata Kunci: *response time*, perawat, kepuasan klien, unit gawat darurat, mutu

pelayanan.

ABSTRACT

Introduction: *The Emergency Department (ED) requires nurses to provide prompt and appropriate responses, as response time is one of the key indicators of healthcare service quality and significantly influences client satisfaction. Delays in providing nursing care may reduce patients' trust and satisfaction with healthcare services.*

Objective: *This study aimed to determine the relationship between nurses' response time and client satisfaction at the Emergency Department of Summersari Community Health Center.*

Methods: *This study employed an observational analytic design with a cross-sectional approach. A total of 59 respondents were selected using the accidental sampling technique. Data on nurses' response time were collected using an observation checklist, while client satisfaction was measured using a satisfaction questionnaire. Data were analyzed using univariate analysis to describe respondents' characteristics and bivariate analysis with the Chi-Square test at a significance level of $\alpha = 0.05$.*

Results: *The results showed that the majority of respondents experienced a fast response time, accounting for 45 respondents (76.3%), and most respondents reported being very satisfied with the healthcare services provided, also totaling 45 respondents (76.3%). Cross-tabulation analysis indicated that all respondents who received a fast response time were categorized as very satisfied, whereas respondents who experienced a slower response time were predominantly categorized as satisfied and moderately satisfied. The Chi-Square test yielded a p-value of 0.000 ($p < 0.05$), indicating a statistically significant relationship between nurses' response time and client satisfaction at the Emergency Department of Summersari Community Health Center.*

Discussion: *These findings suggest that faster nursing response times are associated with higher levels of client satisfaction. The results are consistent with healthcare service quality theory, which emphasizes that timely and prompt service delivery is an essential determinant of patient satisfaction.*

Keywords: *response time, nurses, client satisfaction, emergency department, healthcare service quality.*