

**HUBUNGAN KOMUNIKASI TERAPEUTIK DENGAN
KEPUASAN PELAYANAN KEPERAWATAN LANSIA
HIPERTENSI PADA MASA PANDEMI COVID-19
DI PUSKESMAS ABIANSEMAL 2**



SKRIPSI

I GUSTI AYU RATIH SUSWATI

**PROGRAM STUDI S1 KEPERAWATAN
SEKOLAH TINGGI ILMU KESEHATAN
BINA USADHA BALI
2022**

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SKRIPSI

**Sebagai Salah Satu Syarat Untuk Memperoleh Gelar Sarjana Keperawatan
pada Sekolah Tinggi Ilmu Kesehatan Bina Usada Bali**

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Menyatakan dengan sebenarnya bahwa Tugas Akhir yang saya tulis benar-benar hasil karya saya sendiri, bukan untuk pengambil alihan tulisan atau pikiran orang lain yang saya akui sebagai tulisan atau pikiran saya sendiri. Apabila dikemudian hari dapat dibuktikan bahwa Tugas Akhir ini adalah hasil jiplakan, maka saya bersedia menerima sanksi atas perbuatan tersebut.

Mangupura, 26 Januari 2022



(I Gusti Ayu Ratih Suswati)

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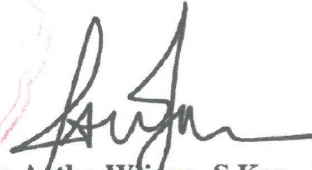
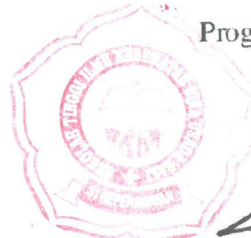
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Hubungan Komunikasi Terapeutik dengan Kepuasan Pelayanan Keperawatan Lansia Hipertensi pada Masa Pandemi Covid-19 di Puskesmas Abiansemal 2

xvi + 70 + 8 gambar + 6 tabel + 9 lampiran

ABSTRAK

Pelayanan kesehatan primer seperti Puskesmas tetap harus memberikan pelayanan kesehatan beradaptasi dengan kondisi pandemi dengan pengaturan/modifikasi. Kepuasan pasien lansia harus tetap diperhatikan sebab kepuasan terhadap kualitas pelayanan merupakan faktor penentu penting yang menentukan hasil dari program perawatan selanjutnya. Penelitian ini bertujuan untuk mengetahui hubungan komunikasi terapeutik dengan kepuasan pelayanan keperawatan lansia hipertensi pada masa pandemi Covid-19 di Puskesmas Abiansemal 2.

Penelitian ini merupakan penelitian kuantitatif menggunakan pendekatan *cross sectional*. Sampel penelitian berjumlah 103 lansia hipertensi yang dipilih dengan menggunakan teknik *purposive sampling*. Kuesioner yang digunakan adalah kuesioner pengukuran komunikasi terapeutik dan kuesioner kepuasan pelayanan yang diisi oleh lansia. Penelitian ini menggunakan analisis bivariat yaitu *spearman rank (rho)*.

Hasil penelitian ini menunjukkan ada hubungan komunikasi terapeutik dengan kepuasan pelayanan keperawatan lansia hipertensi pada masa pandemi Covid-19 di Puskesmas Abiansemal 2 dengan *p-value* 0,001 dan koefisien korelasi 0,416. Diharapkan perawat Puskesmas mampu menerapkan komunikasi terapeutik yang optimal untuk mempertahankan kepuasan lansia hipertensi terhadap pelayanan keperawatan

Kata Kunci: komunikasi terapeutik, kepuasan, lansia hipertensi, Covid-19, pelayanan Puskesmas

Daftar Pustaka: 109 (2012-2021)

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Undergraduate Thesis, January 2022

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The Correlation between Therapeutic Communication and Satisfaction of Nursing Services for Hypertensive Elderly during the Covid-19 Pandemic at the Abiansemal 2 Public Health Centre

xvi + 70 + 8 pictures + 6 tables + 9 appendixes

ABSTRACT

Primary health services like public health centre still have to provide health services to adapt to pandemic conditions with adjustments/modifications. Satisfaction of elderly patients must be considered because satisfaction with service quality is an important determining factor that determines the outcome of subsequent treatment programs. This study aimed to determine the correlation between therapeutic communication and satisfaction of nursing services for hypertensive elderly during the covid-19 pandemic at the Abiansemal 2 Public Health Centre.

This study was a quantitative research using a cross sectional approach. The research sample amounted to 103 hypertensive elderly who were selected using purposive sampling technique. The questionnaires used were therapeutic communication measurement and service satisfaction questionnaires filled out by the elderly. This study used bivariate analysis, namely Spearman rank (ρ).

The results of this study indicated that there was a correlation between therapeutic communication and satisfaction of nursing services for hypertensive elderly during the covid-19 pandemic at the Abiansemal 2 Public Health Centre with a p-value of 0.001 and a correlation coefficient of 0.416. It is expected that the nurses who work in public health centre will be able to apply optimal therapeutic communication to maintain the satisfaction of the hypertensive elderly with nursing services.

Keywords: therapeutic communication, satisfaction, hypertensive elderly, Covid-19, Public Health Centre services

Bibliography: 109 (2012-2021)

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