

**FAKTOR–FAKTOR YANG BERHUBUNGAN DENGAN
BEBAN KERJA PERAWAT DI INSTALASI RAWAT INAP
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ABSTRACT: Hospitals as health care facilities play an important role in realizing the degree of public health, individual and holding of a comprehensive health service. In macro optimizing health services in hospitals were not fully implemented due to, among other medical personnel and equipment utilization are not yet sufficient. Conditions and situations of Toto's hospitals that have backgrounds exclusive hospital has less support in providing excellent service should be developed along with the high demands of the public / patient and patient's complaints of dissatisfaction with services provided Toto hospital either received orally or through the media mass. This study aimed to determine the factors associated with inpatient satisfaction in hospitals Toto based on effectiveness, comfort, information, human relations, and timeliness. Type of research is quantitative research design "*cross sectional study*" was conducted at District Hospital Toto Bone Bolango Gorontalo Province. The population was inpatients with sampling by accidental sampling to obtain 60 patients who became respondents. The primary data was obtained by interview and secondary data was obtained from the Hospital administration Toto. Data analysis was performed by univariate analysis, bivariate and multivariate. Results showed that there was a significant correlation between the effectiveness factor, comfort, information, human relations, and timeliness with patient satisfaction. The Factor that is most closely related was information. It is recommended that the hospitals provide excellent services and improve facilities so that patients who visit will be satisfied.

Keywords: effectiveness, comfort, information, human relationships, timeliness, patient satisfaction.