

ABSTRACT

This study entitled "The credibility of the Nurse in Meeting the Schizophrenia Patient Satisfaction in RSJ West Java Province". Credibility is a set of perceptions about the advantages - advantages of the resources that are accepted or followed by the audience or recipient (subject can believe it). A communicator / good nurse must have high credibility in order to meet the satisfaction of the communicant / patient. Patient satisfaction is an important factor for a company to obtain a positive assessment and a good image of the consumers.

Interest conducting this research is to describe, analyze data, and obtain information regarding the credibility of the Nurse in Meeting the Schizophrenia Patient Satisfaction in RSJ West Java Province and to increase the knowledge of researchers.

The method used is descriptive analysis of the study, while the data collection techniques used are literature studies, observations, questionnaires and interviews. Engineering samples used in this study using nonprobability sampling with purposive sampling technique. With the number of members of the population were selected as a sample of 48 respondents.

Based on the analysis and discussion of the obtained results that the credibility of Nurses has Meets Schizophrenia Patient Satisfaction RSJ West Java Province. From this research obtained information that basically Expertise and Attractiveness Nurse Patient Satisfaction was able to meet, it's just that there are still several obstacles that must be considered is communication and trust so as to affect the positive assessment of the patient.

It - it is recommended by researchers as an input for Nurses RSJ West Java Province is preferably Nurses continuing to maintain and enhance the credibility that the communicant / patient satisfaction and trust with the services provided so that eventually they will be loyal and have a positive assessment to RSJ West Java Province.