

ABSTRACT

Purwanty, Wulan. 2016. *Relationship of Health Care Responsiveness with Family Anxiety in Emergency Room of Kanjuruhan's Public Hospital at Kepanjen in District of Malang*. Final Paper. Nursing Major, Medical Faculty. Brawijaya University. Advisor (1st) Ns. Rinik Eko Kapti, S.Kep, M.Kep. (2nd) Ns. Ikhdha Ulya, S.Kep, M.Kep.

Emergency Room is one of the hospital service which perform high-level of emergency. This would affect the ER nurse performance in helping family which is part of *health care responsiveness*. This study tried to found out the relationship of *health care responsiveness* with family anxiety in ER unit of Kanjuruhan's Public Hospital at Kepanjen . Study design was using correlation analytic observation using cross-sectional approach, and sample taken by purposive sampling with 28 respondents. Both of variabels are measured by modified instrument Multi-country Survey Study on Health and Health System's Responsiveness (MCSS) WHO (2000-2001) and Hospital Anxiety and Depression Scale (HADS). A mean of health care responsiveness is 25.59 which known as well and a mean of family anxiety is 20.64 which defined in the category of moderate anxious. The result of Pearson test is obtained that $P=0.000$, correlation value is -0.682 means that there is significant relationship between *health care responsiveness* with family anxiety in ER and direction correlation is negative, the meaning of these is if health care responsiveness is better than usual, family anxiety will be more decreasing. The recommendation is about health care responsiveness which already good should be keep in maintained, and even could be more improved by improving the aspect of social support for family through communication with sense of empathy to family, not just for informational.

Keywords: Health care responsiveness, anxiety level, family, emergency room.