

## Hubungan beban dan komitmen kerja dengan perilaku caring perawat di rumah sakit = The relationship nursing workload and occupational commitment with NRU / Rina Fitriani

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### Abstrak

#### <b>ABSTRAK</b><br>

Perilaku caring sebagai identitas diri perawat pada kenyataannya masih belum sepenuhnya diterapkan dalam setiap asuhan keperawatan, adanya peningkatan beban kerja serta menurunnya komitmen kerja perawat dalam mencapai tujuan organisasi memberikan dampak terhadap kepuasan pasien terhadap pelayanan kesehatan. Penelitian ini bertujuan untuk mengidentifikasi hubungan beban dan komitmen kerja dengan perilaku caring perawat di Rumah Sakit. Desain penelitian dengan observasional menggunakan pendekatan cross sectional pada 47 perawat yang dipilih dengan teknik consecutive sampling. Alat ukur menggunakan Caring Nurse-Patient Interaction CNPI versi-23 menilai aspek frekuensi perawat melakukan tindakan keperawatan yang mencerminkan perilaku caring A Three Component Allen and Meyer's Instruments TCM untuk mengukur komitmen kerja perawat sedangkan beban kerja dengan teknik pengamatan work sampling. Hasil uji statistik menunjukkan ada hubungan antara beban kerja dengan perilaku caring perawat kenyamanan  $p=0,02$ , hubungan antara komitmen kerja dengan perilaku caring perawatan klinis  $p=0,01$ , hasil pengamatan beban kerja belum mencapai nilai optimum 72,72. Rekomendasi yang diberikan agar top manajer melakukan evaluasi terhadap fungsi manajemen yang ada, telah menggambarkan perilaku caring sebagai acuan dalam memberikan asuhan keperawatan. Perlu disusun standar analisis beban kerja yang lebih objektif sehingga peran dan fungsi SDM Keperawatan lebih produktif.

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#### <b>ABSTRACT</b><br>

Caring behavior as a nurse's self identities is in fact still not fully applied in every nursing care, an increase in workload and decreased nurse occupational commitment in achieving organizational goals have an impact on patient satisfaction on health services. This study aims to identify the relationship nursing workload and occupational commitment with caring behavior of nurses at Ministry Hospital. Research design with observasional using cross sectional approach on 47 nurses selected by consecutive sampling technique. Measurements using Caring Nurse Patient Interaction CNPI with 23 statements to assess the frequency aspect of nurses performing nursing actions that reflect caring behavior. A Three Component Allen and Meyer's Instruments TCM to measure nurses' occupational commitments while nursing workload with work sampling observation techniques. The result of statistical test showed that there was a correlation between nursing workload and comfort care of caring behavior  $p 0,02$ , relation between occupational commitment and clinical care of caring behavior  $p 0,01$ , nursing workload observation not yet reached optimum value 72,72. Recommendations given to top managers to evaluate the existing management functions, has described caring behavior as a reference in providing nursing care. A more objective workload analysis standard is needed so that the roles and functions of the Nursing were more productive.