

## Analisis hubungan komponen kualitas kehidupan kerja (quality of work life) terhadap kinerja perawat di Rumah Sakit Prima Pekanbaru tahun 2018 = Correlation quality of work life component with nurses performance in Prima Hospital Pekanbaru year 2018

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### Abstrak

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Adanya peningkatan kejadian insiden keselamatan pasien merupakan salah satu refleksi

dari penurunan kinerja petugas kesehatan di rumah sakit. Disamping itu adanya peningkatan turn over karyawan menjadi salah satu faktor kurangnya quality of work life di tempat kerja. Perawat menempati proporsi terbesar dari sumber daya manusia di rumah sakit dan merupakan tenaga yang memberikan pelayanan langsung kepada pasien selama dua puluh empat jam. Kinerja perawat merupakan cerminan kinerja rumah sakit. Penelitian ini bertujuan untuk hubungan Quality of Work Life dengan kinerja dan komponen mana yang memiliki hubungan paling dominan. Penelitian ini adalah penelitian kuantitatif dengan desain cross sectional dimana pengukuran variabel dependen dan independen dilakukan pada satu waktu. Populasinya adalah semua perawat pelaksana yang memenuhi kriteria inklusi dan eksklusi berjumlah 111 orang. Hasil penelitian secara umum kinerja perawat baik, tapi ada tiga unit pelayanan yaitu instalasi gawat darurat, ruang rawat inap sakura dan ruang rawat inap bluebels memiliki kinerja perawat kurang &#8804;50 persen Hanya delapan variabel dari komponen kualitas kehidupan kerja yang memiliki hubungan bermakna yaitu Keterlibatan Perawat, Kompensasi yang Seimbang, Rasa Aman terhadap Pekerjaan, Keselamatan Lingkungan Kerja, Rasa Bangga terhadap Rumah Sakit, Pengembangan Karir, Penyelesaian Masalah dan Komunikasi. Berdasarkan analisis multivariat didapatkan variabel yang paling dominan berhubungan terhadap kinerja adalah Komunikasi. Komponen Kualitas kehidupan kerja (Quality of Work Life) memiliki pengaruh terhadap kinerja perawat di Rumah Sakit Prima Pekanbaru. Manajemen diharapkan memberikan perhatian terhadap program pengembangan kualitas kehidupan kerja perawat terutama komponen komunikasi, rasa aman terhadap pekerjaan, keterlibatan perawat sebagai upaya meningkatkan kinerja dan produktivitas

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In recent year there has increased case of patient safety incident in Prima Hospital that reflection of declining health workers performance. Furthermore, there was also an increase in staff turnover which was apparently caused by a lack of quality of work life in the workplace. Nurses are the largest population human resource in hospital and giving the services for 24 hours. The performance of nurses reflects the performance of hospitals generally. This study aims to analyze relationship between the quality of work life component to nurses performance and which components have the most dominant

relationship. This research is a quantitative study with a cross-sectional design in which measurements of the dependent and independent variables are held at one time. The population all implemented nurses who met the inclusion and exclusion criteria for a total of 111 people. The results of the study in general are good nurse performance, but there are three service units, namely emergency department, sakura inpatient room and inpatient room bluebels have a nurse performance of less than 50 persen. Only eight variables from the components of work life quality have a significant relationship, namely Nurse Involvement, Balanced Compensation, Job Safety, Work Environment Safety, Hospitality, Career Development, Problem Solving and Communication. Based on multivariate analysis, it was found that the most dominant variable related to performance was Communication. The component of quality of work life (Quality of Work Life) has an influence on the performance of nurses at the Prima Pekanbaru Hospital. Management is expected to pay attention to the development programs of nurses working life quality, especially the communication component, job security, nurse involvement in an effort to improve performance and productivity.