

## Hubungan kompetensi supervisi kepala ruangan dengan kepuasan kerja tenaga pelaksana keperawatan di ruang rawat inap RSUP Dr. Hasan Sadikin Bandung

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### Abstrak

Supervisi adalah suatu proses fasilitasi sumber-sumber yang diperlukan staf, dilaksanakan dengan cara perencanaan, pengarahan, bimbingan, motivasi, evaluasi dan perbaikan agar staf dapat melaksanakan tugas-tugasnya secara optimal. Kepala Ruangan sebagai ujung tombak pelayanan kesehatan di Rumah sakit harus mempunyai kemampuan untuk melakukan supervisi, karena dengan adanya supervisi dan pengarahan kepada staf keperawatan dapat meningkatkan kinerja, kinerja staf akan meningkat apabila ada kepuasan kerja.

Tujuan penelitian adalah diperoleh informasi tentang hubungan kompetensi supervisi Kepala Ruangan dengan kepuasan kerja tenaga Pelaksana Keperawatan di Ruang Rawat Inap RSUP. Dr. Hasan Sadikin Bandung. Sampel penelitian diambil 10 ruang rawat Inap di RSUP Dr Hasan Sadikin, dengan jumlah sampel, 10 kepala ruangan, 148 pelaksana keperawatan untuk melihat kepuasan kerja, 110 status rekam medis pasien, dan 110 pelaksana keperawatan untuk melihat penerapan standar operational prosedur (SOP). Pengambilan sampel dilaksanakan secara acak dan proporsional.

Jenis penelitian merupakan penelitian eksperimen dengan menggunakan kelompok pembanding (kontrol group). bersifat operational research, dengan analisa deskriptif dan analitik, Alat pengukur data adalah kuesioner terstruktur, observasi tindakan keperawatan dan observasi rekam medis pasien. Waktu penelitian dilakukan pada Ruangan Kontrol dan ruangan eksperimen, kemudian ruang eksperimen diintervensi berupa pelatihan, 1 bulan kemudian ruangan eksperimen dan ruangan kontrol diteliti kembali.

Pada ruangan eksperimen hasil penelitian menunjukkan adanya hubungan positif antara kompetensi supervisi Kepala Ruangan dengan kepuasan Kerja Tenaga Pelaksana Keperawatan, karena pada Ruangan eksperimen telah mendapatkan intervensi berupa pelatihan. Sedangkan pada Ruangan Kontrol, tidak ada perencanaan, nilainya masih dibawah standar. Ada perbedaan bermakna antara kompetensi supervisi kepala ruangan antara ruangan kontrol dan ruangan eksperimen, dan ada perbedaan bermakna kepuasan kerja tenaga pelaksana keperawatan, antara ruangan kontrol dan ruangan eksperimen.

Saran penelitian ini adalah perlu adanya penambahan pengetahuan dengan mengadakan pelatihan, dan setelah pelatihan perlu evaluasi secara regular agar hasil penelitian ada manfaatnya. Pada waktu melaksanakan supervisi sebaiknya penyelia, melihat pekerjaan sedang berlangsung agar dapat memperbaiki apabila ada kesalahan dalam pelaksanaan asuhan keperawatan.

.....Supervisory Competency Relationship of Ward Head Nurse with Job Satisfaction at the Nursing Unit of RSUP. Dr. Hasan Sadikin Bandung 1998  
Supervision is one sources accommodative process are needed by staffs, performed by means of planning, directing, guidance, motivation, evaluation and improvement in order that staffs can optimally perform their tasks. Head Nurse as the health service forefront in hospital must have a capability to do the supervision, because the availability of supervision and direction for nursing staff can improve their performance, staff performance will improve when the working satisfaction is available.

The purpose of research is to obtain information concerning the supervisory competency relationship of Head Nurse with the Job satisfaction at nursing unit in RSVP. Dr. Hasan Sadikin, Bandung. Research's sample is taken from 10 nursing unit in the RSUP Dr. Hasan Sadikin, with total of samples, 10 Head Nurse, 148 nurses for observe the working satisfaction, 110 status of patient medical records and 110 nurses for observing the application of Standard Operational Procedure (SOP). Sampling is both randomly and proportionally taken.

Type of this research is an experimental one by means of control group, operational research in nature, with the descriptive and analytical analysis. Data measuring total is the structured questionnaire, observation of nursing action and observation of patient medical record. Research is performed in both Control and Experimental Room, and then the experimental room is intervened with the training, 1 month later, both control and experimental room is reviewed.

In the experimental room, the research result showed the availability of positive relationship between supervisory competency of Head Nurse with the Working Satisfaction of Nursing, because in the experimental room they have followed an intervention such as training. Whereas, in the Control Room, there is no change and its value is still under standard. There is significant difference between supervisory competency of Head Nurse between control room and experimental room and there is significant difference of job satisfaction of nurses between control and experimental room.

The recommendation of this research is necessarily the improvement of knowledge by operating the training, and after that training, a regularly evaluation is need in order that results of research has benefit. At best when supervising the supervisor observing the work is taking place in order to be able to improve when any mistake occurs in the execution of nursing guidance.