

## Analisis komparatif kinerja perawat ruang rawat inap di RS Pemerintah (Ulin) dan RS swasta (Suaka Insan) Kota Banjarmasin 2003

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### Abstrak

Dewasa ini tuntutan masyarakat atas pelayanan kesehatan yang bermutu dan memenuhi standar pelayanan menjadi acuan bagi tenaga kesehatan termasuk tenaga perawat. Seiring dengan upaya peningkatan mutu baik di RS Swasta maupun di RS Pemerintah sangat dibutuhkan perhatian untuk meningkatkan kinerja tenaga perawat dalam melaksanakan tugas dan tanggungjawabnya. Mengingat di RS Kota Banjarmasin belum pernah dilakukan penelitian terhadap kinerja perawat baik di RS Swasta maupun Pemerintah maka perlu dilakukan penelitian agar diperoleh informasi tentang kinerja perawat sesungguhnya.

Desain dalam penelitian ini sifatnya cross sectional dengan analisis deskripsi kuantitatif untuk mengukur kinerja perawat di RS Pemerintah (Ulin) dan RS Swasta (Suaka Insan) di Kota Banjarmasin- Penelitian dilakukan dari bulan April sampai Juni 2003 dengan jumlah sampel 116 perawat di ruang rawat inap RS Swasta dan RS pemerintah di kota Banjarmasin.

Hasil penelitian menyimpulkan tingkat kinerja perawat dengan kategori baik sebanyak 56,9% pada RS Suaka Insan (Swasta), sedangkan di RSU Ulin (Pemerintah) perawat dengan kinerja baik 44,8%. Ada perbedaan yang signifikan antara kinerja dokumentasi asuhan keperawatan dan prosedur tindakan perawat di RSSI dibandingkan RSU Ulin, dilibat dan hubungan antara faktor Internal (pendidikan, motivasi ) dan faktor Eksternal (fasilitas kerja, kepemimpinan, imbalan, area praktik, supervisi, jaminan sosial) dengan kinerja baik di RS Suaka Insan maupun di RSU Ulin menunjukkan hubungan yang signifikan, sedangkan faktor Internal (umur, jumlah anak, dan masa kerja) tidak berhubungan secara signifikan baik di RS Suaka Insan maupun di RSU Ulin. Hasil yang berbeda terlihat dari variabel eksternal (jadwal kerja dan Beban Kerja), pada RS Suaka Insan menunjukkan hubungan yang signifikan sedangkan di RSU Ulin menunjukkan hasil yang sebaliknya. Berkaitan faktor dominan yang berhubungan dengan kinerja perawat menunjukkan di RS Suaka Insan adalah beban kerja setelah dikontrol system imbalan sedangkan di RSU Ulin adalah areal/lokasi praktik setelah dikontrol pendidikan.

Berdasarkan hasil dari penelitian ini disarankan perlunya peningkatan kinerja perawat yang masih rendah baik di RS Swasta maupun RS Pemerintah dengan mengembangkan model praktik keperawatan berdasarkan standar asuhan keperawatan, perlu dilakukan pelatihan motivasi bagi perawat, pengelolaan system imbalan dengan melibatkan perawat serta dilakukan perhitungan beban kerja perawat di RS Swasta sedangkan di RS Pemerintah perlu memperhatikan penempatan areal lokasi praktik sesuai minat dan melibatkan psikolog serta menyusun program peningkatan pendidikan secara berkelanjutan.

.....Comparative Analysis on Performance of Nurses in Hospitalization Ward of Ulin Hospital (General Hospital) and Suaka Insan Hospital (Private Hospital) in Banjarmasin City 2003 Today public demand on qualified health services and meets the standard of service become reference to health worker including nurse. As the effort to improve quality of general or private hospital, improved performance of nurse is a must in order to do their duties and responsibilities. Considering that throughout the Banjarmasin City Hospital have not conducted the study yet on nurses performance of nurses in Ulin hospital and Suaka Insan

hospital. So it needed to conduct study in order to obtain the information and impact to the nurses performance.

Design of this study is cross sectional by descriptive quantitative analysis to measure performance of nurses in Ulin hospital and Suaka Insan hospital. This study conducted from April to June 2003 with 116 nurses of hospitalization ward as sample, in Banjarmasin city.

Results of this study conclude that performance level of nurses in good category is 56,9% (Suaka Insan) and 44,8% (Ulin). There is significant difference in performance of nursing practice documenting and four procedure of nurse activity, in regard by internal factors (education, motivation) and external factors (working facility, bonus, practice area, supervision, social security) with performance both in Suaka Insan hospital and Ulin general hospital, there is significant relationship, while internal factors such as age, number of kids, and working experience, have no significant relationship both in Suaka Insan hospital and Ulin general hospital. Difference result can be found by external variables such as scheduling and work load, in Suaka Insan have significant relationship, but not in Ulin general hospital. Most dominant factors that contribute to performance of nurses are bonus and work load in Suaka Insan hospital, while in Ulin general hospital are education and working are of practice.

Based on these results, this study recommends both hospitals to improve their nurse performance by developing a nursing practice model based on standard of nursing practice, motivation training, and bonus administration based on work load of a nurse. Also considering working are of practice by nurse's interest and involving psychologist and arrange continuously education improvement program.