

# Efektifitas Model Tata Kelola Klinis Pelayanan Keperawatan Inpro Terhadap Peningkatan Kepuasan Kerja dan Kinerja Perawat Puskesmas = The Effectiveness of the Inpro Nursing Service Clinical Governance Model for Enhancing Job Satisfaction and Nurse's Performances in Community Health Care

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## Abstrak

Latar Belakang: Pelayanan keperawatan di Puskesmas saat ini belum sepenuhnya menampilkan kemandirian profesi keperawatan sehingga kinerja dan kepuasan kerja perawat terkait pemberian asuhan keperawatan menjadi tidak optimal. Model Tata Kelola Klinis Pelayanan Keperawatan INPRO merupakan upaya penataan kegiatan pelayanan keperawatan dalam gedung puskesmas untuk meningkatkan kinerja dan kepuasan kerja perawat puskesmas. Penelitian ini bertujuan untuk menguji efektifitas model tata kelola klinis pelayanan keperawatan INPRO terhadap peningkatan kinerja dan kepuasan perawat di Puskesmas. Metode: Penelitian ini merupakan penelitian operasional dengan tiga tahap penelitian. Tahap pertama yakni penelitian eksplorasi melalui studi kuantitatif dan kualitatif dengan jumlah responden studi kuantitatif sebanyak 96 responden dan 18 partisipan untuk studi kualitatif. Tahap kedua, proses pengembangan model melibatkan 3 pakar dan 7 responden untuk uji keterbacaan. Tahap ketiga merupakan uji efektivitas model dengan disain kuantitatif kuasi eksperimen pre-post test with control group, dengan jumlah responden sebanyak 56 responden yang terbagi dalam dua kelompok. Hasil: Penelitian tahap 1 teridentifikasi 6 temuan yang menunjukkan bahwa perlu upaya penataan pelayanan keperawatan didalam gedung puskesmas. Tahap 2 dihasilkannya model tata kelola pelayanan keperawatan INPRO dalam gedung Puskesmas yang berlandaskan pada otonomi profesi, kepemimpinan dan hubungan profesional. Tahap 3 diperoleh hasil terdapat perbedaan signifikan peningkatan rerata kepuasan kerja ( $p < 0,05$ ) dan kinerja perawat ( $p < 0,05$ ) sebelum dan sesudah intervensi pada kelompok intervensi. Kesimpulan: Model tata kelola klinis pelayanan keperawatan Inpro efektif dapat meningkatkan kepuasan dan kinerja perawat. Saran: Model ini dapat digunakan pada pelayanan keperawatan dalam gedung puskesmas untuk meningkatkan kepuasan dan kinerja perawat.

.....Background: Nursing services at Community Health Centers (Puskesmas) currently do not fully display the independence of the nursing profession so that Nurse performance and job satisfaction regarding to providing the nursing care was not optimal. The INPRO Nursing Service Clinical Governance Model is an effort to manage nursing service activities for increasing the satisfaction and performance of nurses. This study aims to examine the effectiveness of the INPRO nursing service clinical governance model for increasing nurse satisfaction and performance at community health center. Methods: This study used an operational research with three stages of research. The first stage is exploratory research through quantitative and qualitative studies with 96 respondents and 18 participants for qualitative studies. The second stage is the model development process involved 3 experts and 7 respondent to test readability.. The third stage is a test of the effectiveness of the model with a quasi experiment pre-post test with control group design, with a total of 56 respondents divided into two groups. Results: Stage 1 research identified 6 findings that showed that efforts were needed to manage nursing services. stage 2 produced a clinical

governance model of INPRO nursing services at Puskesmas based on professional autonomy, leadership and professional relationships. Stage 3 obtained the results that there was a significant difference in the average increase in job satisfaction ( $p < 0.05$ ) and nurse performance ( $p < 0.05$ ) before and after the intervention for the intervention group. Conclusion: The clinical governance model of Inpro nursing services can effectively improve nurse satisfaction and performance. Suggestion: This model can be used for nursing services at puskesmas to improve nurse satisfaction and performance.