

ABSTRAK

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Analisis Faktor Kepemimpinan dalam Upaya Pelayanan Keperawatan yang Bermutu di Unit Hemodialisa Rumah Sakit Kasih Ibu Surakarta
xiii + 160 halaman + 3 tabel + 2 gambar + 11 lampiran

Unit Hemodialisa merupakan unit layanan unggulan di RS Kasih Ibu Surakarta. Pada unit ini, terutama pada pelayanan keperawatan terdapat masalah komunikasi dan komitmen dari kepemimpinan. Penelitian ini dilakukan untuk menjelaskan faktor komunikasi dan komitmen kepemimpinan dalam upaya pelayanan keperawatan yang bermutu di Unit Hemodialisa di RS Kasih Ibu Surakarta.

Penelitian ini dilakukan secara kualitatif dengan metode wawancara mendalam dan observasi. Subjek penelitian terdiri dari 11 orang yaitu 3 orang informan utama (1 perawat kepala ruang dan 2 perawat) dan 8 orang informan triangulasi (1 dokter penanggung jawab unit hemodialisa, 4 perawat dan 3 pasien).

Hasil penelitian menunjukkan faktor komunikasi yang terdiri dari fungsi instruksi, konsultasi, partisipasi, delegasi dan pengendalian sudah dilakukan oleh pimpinan. Fungsi instruksi dilaksanakan dengan memberikan arahan tetapi strategi tidak disampaikan. Fungsi konsultasi sudah dilaksanakan tetapi masukan tidak direspon. Fungsi delegasi sudah dijalankan dari Karu kepada Katim. Fungsi partisipasi sudah dilaksanakan. Fungsi pengendalian dilaksanakan dengan pengawasan langsung tetapi belum ada mekanisme monitoring dan evaluasi. Untuk faktor komitmen, yang sudah dilakukan adalah komitmen untuk menjadi teladan dan pemberian motivasi sedangkan komitmen untuk melakukan monitoring dan menjalankan SOP belum dilaksanakan. Pelayanan keperawatan sudah dirasakan cukup baik oleh pasien dan kolaborasi antar petugas medis sudah berjalan dengan baik tetapi belum ada penjaminan mutu pelayanan keperawatan. Sarana dan prasarana sesuai persyaratan dari Depkes dan Pernefri belum dipenuhi.

Disimpulkan bahwa faktor komunikasi kepemimpinan belum semuanya dilaksanakan oleh pimpinan. Komitmen untuk menjadi teladan dan memberikan motivasi sudah dilaksanakan. Komitmen untuk melaksanakan SOP serta melakukan monitoring dan evaluasi belum dilaksanakan. Disarankan untuk meningkatkan fungsi komunikasi, pelaksanaan SOP serta melakukan monitoring dan evaluasi.

Kata kunci	:	kepemimpinan, komunikasi, komitmen, mutu pelayanan,	
		keperawatan	
Kepustakaan	:	31 (1987 - 2010)	

ABSTRACT

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Analysis of Leadership's Factors in Nursing Care Quality Effort at Hemodialysis Unit of Surakarta Kasih Ibu Hospital

xiii + 160 pages + 3 tables + 2 figures + 11 encloses

Hemodialysis unit was the flagship service unit in Kasih Ibu hospital Surakarta. In this unit, specifically in the nursing service, there were problems in communication and leadership commitment. This study was conducted to explain communication and leadership commitment factors in providing excellent nursing service in hemodialysis unit of Kasih Ibu hospital Surakarta.

This was a qualitative study with in-depth interview and observation methods. Study subjects were 11 people: three main informants (one chief of the room and two nurses), eight triangulation informants (one physician responsible for hemodialysis unit, four nurses, and three patients).

Results of the study showed that communication that consisted of instruction, consultation, participation, delegation, and controlling functions have been done by leaders. Instruction function was performed by giving direction, however strategies were not given. Consultation function had been conducted, however inputs were not responded. Delegation function had been performed; it was from Karu to Katim. Participation function had been performed. Controlling function was conducted by direct supervision; however, monitoring and evaluation mechanism were not set up. Commitment factors performed were commitment to be the model and gave motivation. Commitment to do monitoring and to implement standard operating procedures had not been performed. Nursing services were reported sufficient by patients; inter medical workers collaboration was running well. However, no nursing service quality assurance was conducted. Required facilities according to Depkes and Pernefri requirements had not been fulfilled.

In conclusion, not all leadership communication factors have been performed by leaders. Commitments to be the model and to give motivation have been performed. Commitment to implement standard operating procedure, monitoring, and evaluation have not been performed. Improvement of communication function, standard operating procedure implementation, and conducting monitoring and evaluation were suggested.

Key words : leaderships, communication, commitment, service quality,
nursing

Bibliography : 31 (1987-2010)