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**Konsentrasi Administrasi Rumah Sakit**

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**ABSTRAK**

**Natalia**

**Analisis Pengaruh Gaya Kepemimpinan Transformasional terhadap Implementasi *Service Excellent* Perawat di Unit Pelayanan Rawat Jalan Rumah Sakit Telogorejo**

**xviii + 90 halaman + 6 tabel + 4 gambar +14 lampiran**

Gaya kepemimpinan transformasional merupakan tren di rumah sakit masa kini. Terdapat permasalahan kepemimpinan tranformasional dalam kaitannya dengan implementasi *service excellent* perawat di unit pelayanan rawat jalan, yaitu tim service excellent telah dibentuk sejak 2010 namun implementasinya belum merata. Tujuan penelitian untuk melakukan analisis pengaruh gaya kepemimpinan transformasional terhadap implementasi *service excellen*t perawat di unit pelayanan rawat jalan rumah sakit Telogorejo.

Jenis penelitian ini adalah penelitian kualitatif, dengan jumlah responden penelitian adalah enam belas perawat di area rawat jalan yang terdiri dari delapan informan utama yaitu masing-masing dua orang perawat dari Unit Renal dan Sitostatika, UGD, Klinik dan Skrining, serta delapan informan triangulasi yaitu masing-masing dua orang penanggungjawab shift dari unit Renal dan Sitostatika, UGD, Klinik dan Skrining. Data dikumpulkan dengan teknik wawancara mendalam. Pengolahan dan analisis data menggunakan analisis isi.

Hasil penelitian menyatakan bahwa gaya kepemimpinan transformasional mempengaruhi implementasi suatu program *service excellent* diarea pelayanan rawat jalan. Supervisor Renal Unit dan Sitostatika memiliki gaya kepemimpinan transformasional tinggi (skor tes 58.8) terbukti telah mengimplementasi *service excellent* dengan sempurna (hasil audit 100% terimplementasi). Supervisor UGD memiliki gaya kepemimpinan transformasional sedang (skor tes 45.4), hasil implementasi sesuai target (80%), Supervisor Klinik dengan nilai 44.4 dengan hasil audit di bawah target (target minimal 80%, realisasi 67%). Supervisor Skrining dengan rata-rata nilai tes kepemimpinan transformasional 40.4 dan hasil audit di bawah target (60%).

Untuk menyempurnakan penelitian ini disarankan agar penelitian di lakukan ke area yang lebih luas (rawat inap), pembentukan tim Diklat di rumah sakit untuk mengevaluasi setiap pelatihan, dan tim *service excellent* memiliki *jobdescription* secara rinci, *Key Performance Indicators* dan Program Kerja sehingga pihak manajemen dapat melakukan pemantauan lebih mudah dan terarah.

Kata kunci : Gaya Kepemimpinan Transformasional, Implementasi program

*Service Excellent*

Kepustakaan: 44 (1986-2014)

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**ABSTRACT**

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**Influence Analysis of Transformational Leadership Style towards the Implementation of Service Excellent of Nurse at Outpatient Unit of Telogorejo Hospital**

**xviii + 90 pages + 6 tables + 4 figures + 14 appendices**

Nowadays, Transformational Leadership Style (TLS) is being a trend at a hospital. Notwithstanding, some problems occurred during the implementation of service excellent of nurse at outpatient unit. A service excellent team has been formed since 2010 but it has not well implemented. The aim of this study was to analyse the influence of the TLS towards the implementation of service excellent of nurse at outpatient unit of Telogorejo Hospital.

This was a qualitative study. Number of informants were 16 persons consisted of eight main informants and eight informants for triangulation purpose. Two nurses working at units of Renal and Sitostatika, emergency, clinic, and screening were selected as main informants. Meanwhile, two officers in charge of shift working at these four units were selected as informants for triangulation. Data were collected using indepth interview and analysed using content analysis.

The results of this research showed that the TLS influenced the implementation of a service excellent program for diarrhoea at the outpatient unit. A supervisor at unit of Renal and Sitostatika who had a high score of the TLS (a test score = 58.8) had well implemented service excellent (the result of the audit was 100%). A supervisor at an emergency unit who had a moderate score of the TLS (a test score = 45.4) had already implemented in accordance with the target (80%). A supervisor at a clinic unit who had a score equal to 44.4 had the result of the audit below the target (67%). Similarly, a supervisor at a screening unit who had a TLS score equal to 40.4 had the result of the audit below the target (60%).

Other researchers need to conduct further research in other research sites like an inpatient unit. A team of educating and training at the hospital needs to be formed to evaluate each training. A team of service excellent needs to have a detailed job description, key performance indicators, and a work program in order to assist the management in monitoring.

Keywords : Transformational Leadership Style, Implementation of Service

Excellent Program

Bibliography: 44 (1986-2014)