

ABSTRAK

Arief Yustiawan

Upaya Penerapan Budaya Organisasi terhadap Faktor-Faktor yang Mempengaruhi Pelayanan Keperawatan di Ruang Rawat Inap Rumah Sakit Ibu dan Anak Kumala Siwi Jepara

xiv + 147 halaman + 4 tabel + 5 gambar + 5 lampiran

Budaya organisasi merupakan kumpulan nilai, tradisi, dan cara bekerja yang dijadikan rujukan dan mempengaruhi perilaku serta tindakan para anggota organisasi. Peran perawat dalam melakukan pelayanan semata-mata bukan hanya untuk dirinya atau profesinya akan tetapi harus berperilaku secara profesional dalam melaksanakan pelayanan keperawatan karena kewajiban kontrak dengan sosial dengan pasien.

Penelitian ini adalah penelitian kualitatif. Subjek penelitian informan utama yaitu perawat pelaksana dan informan triangulasi yaitu kepala seksi keperawatan dan kepala ruang. Data dikumpulkan dengan teknik wawancara mendalam. Pengolahan dan analisis data menggunakan analisis isi.

Hasil penelitian menunjukkan pelaksanaan budaya organisasi meliputi artefak, nilai-nilai, dan asumsi-asumsi dasar terhadap faktor-faktor yang mempengaruhi pelayanan keperawatan, didapatkan bahwa penanaman visi, misi dan tujuan rumah sakit telah dilaksanakan sesuai dengan budaya organisasi yang ada diterapkan oleh rumah sakit. Penerapan struktur organisasi di ruang rawat inap belum terpenuhi sehingga pelaksanaan tugas kurang maksimal. Sumber daya keperawatan dengan jumlah yang kurang memadai sehingga pelaksanaan budaya organisasi di ruang rawat inap tidak berjalan dengan baik. Pelaksanaan metode penugasan kepada pasien tidak mengacu kepada falsafah yang dibangun rumah sakit, pola ketenagan, serta karakteristik populasi pasien dalam memberikan asuhan keperawatan. Ketersediaan sumber atau fasilitas diruang rawat inap tidak mendukung terciptanya budaya organisasi dalam pelayanan keperawatan. Kesadaran dan motivasi terhadap pekerjaan dilaksanakan secara profesional dan maksimal sesuai dengan penerapan nilai-nilai rumah sakit. Komitmen dari pimpinan terjalin dengan baik antar perawat pelaksana atau dibagian lain.

Disarankan untuk mengadakan pertemuan rutin dalam rangka mengenalkan artefak, penanaman nilai-nilai yang dibentuk oleh rumah sakit, serta melakukan monitoring dan evaluasi terhadap pelaksanaan nilai-nilai. Penetapan target yang diharapkan rumah sakit dilakukan bersama-sama dengan kepala ruang, kepala instalasi, kepala seksi keperawatan dengan perawat pelaksana terhadap program kerja, strategi pencapaian, dan proses perbaikan. Melakukan perubahan terhadap cara memberikan kritik dan saran kepada atasan. Pemenuhan saran dan prasarana dalam menunjang pelayanan. Perlu memberikan penghargaan sebagai upaya peningkatan dalam melaksanakan tugas keperawatan.

Kata kunci : Budaya Organisasi, Artefak, Nilai-Nilai, Asumsi-Asumsi Dasar
Kepustakaan : 42 (2003 – 2014)

ABSTRACT

Arief Yustiawan

**Efforts implementing organizational behavior towards factors influencing nursing services in inpatient rooms of Maternal and Child Hospital of Kumala Siwi in Jepara
xiv + 147 pages + 4 tables + 5 figures + 5 appendices**

Organizational culture is a set of values, traditions, and ways of working that becomes reference and influences behavior and practice of organization's members. The roles of nurses in doing service are not only for themselves or their professions but also for being a professional in providing services based on their contract obligations with patients.

This was a qualitative study. Main informants were nurses. Meanwhile, informants for triangulation purpose consisted of head of nursing section and head of room. Data collection used a technique of indepth interview. Furthermore, data were analyzed using content analysis.

The results of this research showed that the implementation of organizational culture encompassed artifacts, values, and basic assumptions towards factors influencing nursing services as follows: socialization of vision, mission, and goals of the hospital had been conducted in accordance with available organizational culture that was implemented by the hospital. Organizational structure in inpatient rooms had not been well applied in which it was shown by not fully accomplished tasks. Methods of assignment for patients did not refer to philosophy developed by the hospital, a pattern of manpower, and characteristics of patient population in providing nursing care. Availability of source or facility in inpatient rooms did not support organizational culture in nursing services. Awareness and motivation towards jobs were undertaken professionally and maximal in accordance with the implementation of the hospital's values. Commitments of between leaders and nurses or other departments were good.

As suggestions, a routine meeting should be conducted in order to introduce artifacts, to socialize values formed by the hospital. In addition, monitoring and evaluating the implementation of values need to be undertaken. Determination of targets expected by the hospital is done by head of room, head of installation, and head of nursing section together with nurses towards work program, strategy of achievement, and improvement process. Changes need to be done by delivering criticism or suggestion to a leader. Means and facilities to support services need to be provided. In addition, rewards need to be given as an effort to improve nursing tasks.

Keywords : Organizational Culture, Artifacts, Values, Basic Assumption

Bibliography: 42 (2003-2014)