

FAKTOR-FAKTOR YANG BERHUBUNGAN DENGAN KINERJA PERAWAT DALAM  
PEMBERIAN PELAYANAN DI RUANG RAWAT INAP RUMAH SAKIT JIWA  
PEKANBARU TAHUN 2004

NASRUL SYAH -- E2A2O2O42  
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Kinerja perawat merupakan masalah yang sangat penting untuk dikaji dalam rangka mempertahankan dan meningkatkan pembangunan kesehatan. Survei awal yang dilakukan di Rumah Sakit Jiwa Pekanbaru diperoleh hasil sebesar 21 (84,0%) pasien jiwa dan keluarganya merasa tidak puas terhadap pelayanan. Berdasarkan catatan medik dari 25 pasien terdapat 52% yang mempunyai catatan medik yang format asuhan keperawatannya tidak terisi, 32% dengan format tanda-tanda vital tidak terisi dan 24% dengan format catatan keperawatan tidak terisi. Tujuan penelitian untuk mengetahui faktor-faktor yang berhubungan dengan kinerja perawat dalam pemberian pelayanan.

Jenis penelitian ini adalah penelitian *Explanatory Survey* dengan pendekatan *Cross Sectional*. Pengambilan data dilaksanakan di unit rawat inap Rumah Sakit Jiwa Pekanbaru dari tanggal 7 - 30 Juni 2004 dengan jumlah responden 51 orang. Data yang terkumpul dianalisa dengan analisa univariat dengan distribusi frekuensi, analisa bivariat dengan tabulasi silang dan uji *Chi Square* serta uji *Rank Spearman*.

Hasil Penelitian menunjukkan bahwa ada hubungan antara umur dengan kinerja perawat dalam pemberian pelayanan ( $p = 0,029$ ), ada hubungan antara pendidikan dengan kinerja perawat dalam pemberian pelayanan ( $p = 0,001$ ), ada hubungan antara status kepegawaian dengan kinerja perawat dalam pemberian pelayanan ( $p = 0,001$ ), ada hubungan antara masa kerja dengan kinerja perawat dalam pemberian pelayanan ( $p = 0,005$ ), ada hubungan antara peralatan medis dengan kinerja perawat dalam pemberian pelayanan ( $0,963$ ), ada hubungan antara motivasi dengan kinerja perawat dalam pemberian pelayanan ( $0,001$ ), ada hubungan antara kompensasi dengan kinerja perawat dalam pemberian pelayanan ( $p = 0,040$ ), tidak ada hubungan antara supervisi dengan kinerja perawat dalam pemberian pelayanan ( $p = 0,407$ ) dan ada hubungan antara iklim kerja dengan kinerja perawat dalam pemberian pelayanan ( $p = 0,035$ ).

Untuk dapat meningkatkan kinerja perawat dalam pemberian pelayanan maka dapat disarankan meningkatkan sumber daya manusia, pemberian *reward* kepada perawat yang berprestasi dan menciptakan lingkungan kerja yang kondusif.

**Kata Kunci:** Kinerja perawat, pelayanan di RSJ

*FACTORS RELATED TO THE WORKING PERFORMANCE OF NURSES IN  
GIVING SERVICES IN WARD ROOM OF PEKANBARU PSYCHIATRIC HOSPITAL  
YEAR OF 2004*

*The working performance of nurses is an urgent problem to be examined in order to preserve and improve the health development. The initial survey which has been conducted at Pekanbaru Psychiatric Hospital showed that 21 (84.0%) patients and their families felt unsatisfied with its services. Based on the medical record from 25 patients, there is 52% of the patients whose medical records which are their nursing care forms are not fulfilled, 32% which are incomplete vital signs noted in the forms, and 24% with the nurses' notes are not fulfilled. The aim of the research is to find out the factors related to the working performance of nurses in giving services.*

*The kind of this research is an Explanatory Survey research with a Cross Sectional approach. Collecting data was conducted at the ward room of Pekanbaru Psychiatric Hospital from June 7<sup>th</sup> - June 30<sup>th</sup> 2004 with the amount of respondents are 51 persons. Data that has been collected is being analysed by using univariate analysis with frequency distribution, bivariate analysis with Cross Tabulation and Chi-Square test also Rank Spearman test. The results show that there is a correlation between the age of a nurse with the working performance of nurses in giving services ( $p = 0,029$ ), there is a correlation between educational background and the working performance of nurses in giving services ( $p = 0,001$ ), there is a correlation between their status as employees and their the working performance of nurses in giving services ( $p = 0,005$ ), there is a correlation between work period with the working performance of nurses in giving services ( $p = 0,001$ ), there is no correlation between medical equipments with the working performance of nurses in giving services ( $p = 0,963$ ), there is a correlation between motivation and the working performance of nurses in giving services ( $p = 0,001$ ), there is a correlation between the compensation given with the working performance of nurses in giving services ( $p = 0,040$ ), there is no correlation between supervision and the working performance of nurses in giving services ( $p = 0,407$ , and there is a correlation between working atmosphere with the working performance of nurses in giving services ( $p = 0,035$ ).*

*To improve the working performance of nurses in giving services, can be suggested to improve the human resources, give reward to the nurses' who have good achievements and create conducive working atmosphere.*

*Keyword : The working performance of nurses, Services at Psychiatric Hospital*