

HUBUNGAN PENILAIAN MANAJEMEN KONFLIK DENGAN MOTIVASI KERJA PERAWAT DI RUMAH SAKIT SILOAM JANTUNG DIAGRAM CINERE.

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Abstrak

Berdasarkan survei pendahuluan di Rumah Sakit X Cinere, ditemukan bahwa konflik disfungsional sering terjadi di kalangan perawat, baik akibat hubungan antar rekan kerja maupun kesalahan pribadi. Konflik ini berdampak pada motivasi kerja, di mana beberapa perawat melaporkan penurunan dan rendahnya motivasi dalam melaksanakan tugas. Penelitian bertujuan untuk menganalisis hubungan antara penilaian manajemen konflik dan motivasi kerja perawat di rumah sakit tersebut. Berdasarkan survei pendahuluan, konflik disfungsional sering terjadi antar perawat, baik akibat hubungan antar rekan kerja maupun kesalahan pribadi dalam pelayanan pasien, yang memengaruhi motivasi kerja mereka. Peneliti menggunakan metode kuantitatif dengan desain cross-sectional, melibatkan 82 responden yang dipilih secara total sampling. Instrumen penelitian berupa kuesioner yang telah teruji validitas dan reliabilitasnya. Analisis data dilakukan menggunakan uji Chi Square. Hasil penelitian menunjukkan adanya hubungan signifikan antara manajemen konflik dan motivasi kerja, dengan p-value sebesar 0,013. Nilai OR sebesar 1,969 menunjukkan bahwa perawat dengan manajemen konflik yang baik memiliki kecenderungan 2 kali lebih berisiko memiliki motivasi kerja yang baik dibandingkan dengan perawat yang memiliki manajemen konflik kurang baik. Rumah sakit perlu mengadakan pelatihan manajemen konflik dan memberikan insentif berbasis kinerja untuk meningkatkan motivasi kerja perawat. Perawat juga diharapkan mengasah keterampilan komunikasi dan menjaga keseimbangan kerja serta kehidupan pribadi demi kualitas pelayanan yang lebih baik.

Kata Kunci: Manajemen Konflik, Motivasi Kerja, Perawat.

THE RELATIONSHIP BETWEEN CONFLICT MANAGEMENT ASSESSMENT AND WORK MOTIVATION OF NURSES AT SILOAM HEART HOSPITAL CINERE DIAGRAM.

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Abstract

Based on a preliminary survey conducted at Hospital X Cinere, it was found that dysfunctional conflicts frequently occur among nurses, stemming from either interpersonal relationships with colleagues or personal errors. These conflicts impact work motivation, with some nurses reporting a decline and low motivation in performing their duties. This study aims to analyze the relationship between conflict management assessment and nurses' work motivation at the hospital. According to the preliminary survey, dysfunctional conflicts often arise among nurses, either due to interpersonal relationships with colleagues or personal mistakes in patient care, which affect their work motivation. The researcher employed a quantitative method with a cross-sectional design, involving 82 respondents selected through total sampling. The research instrument was a questionnaire tested for validity and reliability. Data analysis was conducted using the Chi-Square test. The results showed a significant relationship between conflict management and work motivation, with a p-value of 0.013. An OR value of 1.969 indicated that nurses with good conflict management are twice as likely to have good work motivation compared to those with poor conflict management. The hospital is advised to conduct conflict management training and provide performance-based incentives to improve nurses' work motivation. Nurses are also encouraged to develop communication skills and maintain a balance between work and personal life to enhance the quality of care provided.

Kata Kunci: Conflict Management, Nurses, Work Motivation.