

HUBUNGAN KETERAMPILAN KOMUNIKASI INTERPERSONAL DAN DUKUNGAN SOSIAL DI TEMPAT KERJA DENGAN KINERJA PERAWAT PELAKSANA DI INSTALASI RAWAT INAP RSUD KOTA TANGERANG SELATAN

Rahma Wati Dewi

Abstrak

Kinerja perawat merupakan kunci utama tercapainya pelayanan keperawatan yang berkualitas yang dipengaruhi oleh keterampilan berkomunikasi secara interpersonal dan dukungan sosial di tempat kerja. Penelitian ini bertujuan menganalisis hubungan keterampilan komunikasi interpersonal dan dukungan sosial dengan kinerja perawat pelaksana di Instalasi Rawat Inap RSUD Kota Tangerang Selatan. Penelitian ini menggunakan metode kuantitatif dengan pendekatan *cross sectional* dengan melibatkan 114 perawat pelaksana yang dipilih secara *purposive sampling*. Instrumen yang digunakan meliputi kuesioner karakteristik responden, *Interpersonal Communication Competence Scale*, *Work/family social support measure* dan *Individual Work Performance Questionnaire*. Data dianalisis dengan uji *chi-square* dan regresi logistik ganda. Hasil analisis *chi-square* menunjukkan hubungan signifikan antara keterampilan komunikasi interpersonal dan dukungan sosial dengan kinerja perawat pelaksana ($p\text{-value} = 0,000$). Sementara itu, karakteristik perawat seperti usia, jenis kelamin, lama bekerja, status perkawinan, jenjang pendidikan, dan status kepegawaian tidak berhubungan signifikan dengan kinerja perawat pelaksana ($p\text{-value} > 0,05$). Analisis regresi logistik ganda juga mengungkapkan hubungan signifikan antara komunikasi interpersonal dan dukungan sosial secara simultan dengan kinerja perawat pelaksana. Oleh karena itu, perawat pelaksana disarankan untuk meningkatkan keterampilan komunikasi interpersonal dan memperkuat dukungan sosial di tempat kerja demi peningkatan kinerja.

Kata kunci: Dukungan Sosial di Tempat Kerja, Keterampilan Komunikasi Interpersonal, Kinerja

THE RELATIONSHIP BETWEEN INTERPERSONAL COMMUNICATION SKILLS AND SOCIAL SUPPORT IN THE WORKPLACE WITH THE PERFORMANCE OF BEDSIDE NURSES AT THE INPATIENT UNIT OF SOUTH TANGERANG GENERAL HOSPITAL

Rahma Wati Dewi

Abstract

Nurse performance is a key factor in achieving quality nursing services, influenced by interpersonal communication skills and social support in the workplace. This study aims to analyze the relationship between interpersonal communication skills, social support, and the performance of implementing nurses in the Inpatient Installation of South Tangerang City Hospital. This research used a quantitative method with a cross-sectional approach, involving 114 implementing nurses selected through purposive sampling. The instruments used include a respondent characteristics questionnaire, the Interpersonal Communication Competence Scale, the Work/Family Social Support Measure, and the Individual Work Performance Questionnaire. Data were analyzed using chi-square tests and multiple logistic regression. The chi-square analysis results show a significant relationship between interpersonal communication skill, social support, and nurse performance (p -value = 0.000). Meanwhile, nurse characteristics such as age, gender, length of employment, marital status, education level, and employment status were not significantly related to nurse performance (p -value > 0.05). Multiple logistic regression analysis also revealed a significant simultaneous relationship between interpersonal communication, social support, and nurse performance. Therefore, implementing nurses are advised to improve their interpersonal communication skills and strengthen social support in the workplace to enhance their performance.

Keywords: *Interpersonal Communication Skill, Performance, Social Support in the Workplace*