

HUBUNGAN PRODUKTIVITAS PERAWAT DENGAN MUTU PELAYANAN KEPERAWATAN DI RUANG RAWAT INAP RUMAH SAKIT MARINIR CILANDAK

Putri Dwi Nabila

Abstrak

Studi pendahuluan yang sudah dilakukan peneliti di Rumah Sakit X Cilandak diperoleh data mutu pelayanan keperawatan belum mencapai target yang ditentukan yakni sebesar 74% sedangkan target yang harus dicapai yaitu 76,6%. Mutu pelayanan sendiri dipengaruhi berbagai hal salah satunya produktivitas perawat. Penelitian ini bertujuan untuk menganalisis hubungan antara produktivitas perawat dan mutu pelayanan keperawatan di ruang rawat inap Rumah Sakit X Cilandak. Peneliti menggunakan metode kuantitatif dengan desain cross-sectional, melibatkan 78 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 produktivitas dan mutu pelayanan keperawatan, dengan p-value sebesar 0,00. Nilai OR sebesar 12,833 menunjukkan bahwa perawat dengan produktivitas rendah memiliki kemungkinan 12,8 kali lebih besar untuk memberikan mutu pelayanan yang kurang baik. Penelitian ini diharapkan dapat menjadi acuan untuk meningkatkan efisiensi dan kualitas produktivitas perawat guna meningkatkan mutu pelayanan keperawatan di rumah sakit.

Kata Kunci : Produktivitas Perawat, Mutu Pelayanan Keperawatan.

THE RELATIONSHIP OF NURSES' PRODUCTIVITY WITH QUALITY OF NURSING SERVICES IN THE INPATIENT ROOM OF CILANDAK MARINIR HOSPITAL

Putri Dwi Nabila

Abstract

A preliminary study conducted by researchers at X Cilandak Hospital obtained data on the quality of nursing services that had not reached the specified target of 74%, while the target that had to be achieved was 76.6%. The quality of service itself was influenced by various things, one of which was nurse productivity. This study aims to analyze the relationship between nurse productivity and the quality of nursing services in the inpatient ward of X Cilandak Hospital. Researchers used a quantitative method with a cross-sectional design, involving 78 respondents selected by total sampling. The research instrument was a questionnaire that had been tested for validity and reliability. Data analysis was carried out using the Chi Square test. The results of the study showed a significant relationship between productivity and the quality of nursing services, with a p-value of 0.00. The OR value of 12.833 indicates that nurses with low productivity are 12.8 times more likely to provide poor quality of service. This study is expected to be a reference for increasing the efficiency and quality of nurse productivity in order to improve the quality of nursing services in hospitals.

Keywords: *Nurse productivity, Nursing service quality*