

**HUBUNGAN PENGGUNAAN KOMUNIKASI SBAR DALAM
PROSES *HANDOVER* DENGAN PERILAKU *CARING*
PERAWAT DI RUANG RAWAT INAP RS TK. II MOH.
RIDWAN MEURAKSA**

Aprilia Riskyana Dau Bubu

Abstrak

Perilaku *caring* merupakan esensi profesionalisme dalam praktik keperawatan yang sangat vital untuk menjamin mutu pelayanan kesehatan, keselamatan, serta kepuasan pasien. Namun, fenomena di lapangan menunjukkan bahwa implementasi perilaku *caring* oleh perawat seringkali belum sepenuhnya optimal. Efektivitas komunikasi, khususnya metode SBAR (*Situation, Background, Assessment, Recommendation*) dalam proses timbang terima (*handover*), diduga menjadi faktor determinan yang berkaitan dengan kualitas *caring* tersebut. Penelitian ini bertujuan menganalisis hubungan penggunaan komunikasi SBAR saat *handover* dengan perilaku *caring* perawat di ruang rawat inap RS TK. II Moh. Ridwan Meuraksa. Penelitian kuantitatif ini menerapkan desain *cross-sectional*. Responden terdiri dari 116 perawat pelaksana di ruang rawat inap yang diambil menggunakan teknik *total sampling*. Instrumen penelitian meliputi kuesioner komunikasi SBAR dan kuesioner perilaku *caring*. Data dianalisis secara univariat dan bivariat menggunakan uji statistik *Chi-Square*. Hasil penelitian mengindikasikan bahwa mayoritas perawat menerapkan komunikasi SBAR dengan kategori baik serta memiliki perilaku *caring* yang positif. Analisis bivariat mengonfirmasi hubungan signifikan antara komunikasi SBAR saat *handover* dengan perilaku *caring* ($p < 0,001$). Disimpulkan bahwa optimalisasi komunikasi SBAR berhubungan erat dengan peningkatan perilaku *caring*. Manajemen rumah sakit disarankan memperkuat supervisi penerapan SBAR untuk mendukung budaya *caring* dan kualitas asuhan keperawatan yang lebih baik secara berkelanjutan.

Kata kunci: *handover*, komunikasi SBAR, perawat, perilaku *caring*

**THE RELATIONSHIP BETWEEN THE USE OF SBAR
COMMUNICATION IN THE HANDOVER PROCESS AND THE
CARING BEHAVIOR OF NURSES IN THE INPATIENT IN TK. II
MOH. RIDWAN MEURAKSA HOSPITAL**

Aprilia Riskyana Dau Bubu

Abstract

Caring behavior is the essence of professionalism in nursing practice and is vital for ensuring the quality of healthcare, patient safety, and patient satisfaction. However, field phenomena indicate that the implementation of caring behavior by nurses is often not yet fully optimal. Communication effectiveness, specifically the SBAR (Situation, Background, Assessment, Recommendation) method during the handover process, is presumed to be a determinant factor related to the quality of such caring. This study aims to analyze the relationship between the use of SBAR communication during handover and the caring behavior of nurses in the inpatient wards of RS TK. II Moh. Ridwan Meuraksa. This quantitative study employs a cross-sectional design. The respondents consisted of 116 staff nurses in the inpatient wards, selected using a total sampling technique. Research instruments included an SBAR communication questionnaire and a caring behavior questionnaire. Data were analyzed univariately and bivariately using the Chi-Square statistical test. The results indicate that the majority of nurses implement SBAR communication in the "good" category and exhibit positive caring behavior. Bivariate analysis confirmed a significant relationship between SBAR communication during handover and caring behavior ($p < 0.001$). It is concluded that the optimization of SBAR communication is closely associated with the improvement of caring behavior. Hospital management is encouraged to strengthen the supervision of SBAR implementation to support a caring culture and promote a sustainable improvement in the quality of nursing care.

Keywords: handover, SBAR communication, nurses, caring behavior