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Arisah Ariyanti

Perbandingan Beban Kerja Dan Komunikasi Terapeutik Perawat Di RSI Muhammadiyah Kendal

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ABSTRAK

Beban kerja perawat yang bersifat mental yaitu kemampuan komunikasi terapeutik kepada pasien dan keluarga, rasa tanggungjawab atas kesembuhan pasien. Tujuan penelitian ini adalah untuk membandingkan beban kerja dan komunikasi terapeutik perawat ruang bangsal kelas III dengan ruang VIP. Penelitian ini merupakan penelitian komparasi. Proses penelitian ini dilaksanakan di RSI Muhammadiyah Kendal dengan metode total sampling, jumlah sampel 34 dan instrumen penelitian menggunakan kuisioner. Berdasarkan hasil penelitian diperoleh beban kerja di ruang bangsal kelas III sebanyak 10 Responden (55,60%) menyatakan beban kerja perawat kategori tinggi. Sedangkan di ruang VIP sebanyak 6 responden (37,50%) menyatakan beban kerja perawat kategori tinggi. Komunikasi terapeutik berdasarkan penelitian di ruang bangsal kelas III sebanyak 8 responden (44,40%) komunikasi terapeutik perawat kategori baik dan sebanyak 9 responden (56,20,%) komunikasi terapeutik perawat kategori baik. Analisis data menggunakan uji *independent sample t-test*. Berdasarkan hasil analisis ada perbedaan beban kerja perawat bangsal kelas III dengan perawat ruang VIP dengan nilai alpha 0,006 dan tidak terdapat perbedaan komunikasi terapeutik perawat ruang bangsal kelas III dengan perawat ruang VIP dengan nilai alpha 0,222. Hendaknya manajemen rumah sakit melakukan penambahan perawat di ruang bangsal untuk mengurangi beban kerja, perlu mengadakan roling tenaga perawat agar tidak terjadi kesenjangan beban kerja perawat, dan mengadakan pengembangan pelatihan komunikasi terapeutik perawat.

Kata Kunci: Beban Kerja Perawat, Perbandingan, Komunikasi Terapeutik Perawat

Daftar Pustaka: 52 (1996-2017)

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ArisahAriyanti

The Comparison Between Nurse's Workload and Therapeutic Communication at Kendal Muhammadiyah Islamic Hospital

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ABSTRACT

One of the nurse's mental workload is the therapeutic communication ability toward patients and the specific family, also the responsibility on patient's recovery. This research is aimed to compare the workload of nurse in third class inpatient unit and VIP class inpatient unit. It was a comparative research took place at Kendal Muhammadiyah Islamic Hospital. Questionnaire was used as the instrument to collect the data from the total 34 respondents which were taken as sample using total sampling technique. Based on the research, it could be drawn that the workload of 10 respondents (55.60%) from third class inpatient unit was considered to be high. On the other hand, only 6 respondents (37.5%) stated that the workload in VIP class inpatient unit was high. In term of therapeutic communication, there were 8 respondents (44.4%) from third class inpatient unit and 9 respondents (56.20%) whose therapeutic communication ability were belong to the good category. Data analysis by using test independent sample t-test. Based on the analysis result, there was difference of work load of nurse ward of class III with VIP room with alpha value 0.006 and there was no difference of therapeutic communication of nurse of class III ward room with VIP room nurse with alpha value 0.222. It is suggested for the hospital management team to add more nurses for each inpatient unit in order to reduce the workload. In addition, the task rolling should also be applied to avoid the workload gap between nurses, and to conduct development of nurse's therapeutic communication training.

Keywords : Nurse's Workload, Comparison, Nurse's Therapeutic Communication

References : 52 (1996-2017)