

Analisis hubungan antara kompetensi manajerial case manager dengan burnout, turnover intention, dan kinerja perawat di rumah sakit =
Relationship between case manager competency managerial to nurse burnout, turnover intention, and performance / Ana Lusiyana

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Abstrak

ABSTRAK

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Judul : Analisis Antara Kompetensi Manajerial Case Manager dengan Burnout, Turnover Intention, dan Kinerja Perawat di Rumah Sakit
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Abstrak Burnout atau kelelahan emosional, turnover intention atau sikap memutuskan untuk pindah kerja, dan belum optimalnya kinerja perawat merupakan komponen mutu asuhan keperawatan yang masih bermasalah. Resiko yang muncul akibat adanya burnout, turnover intention, dan rendahnya kinerja perawat yaitu tidak efektifnya asuhan keperawatan pasien yang dapat menurunkan kualitas pelayanan. Tujuan penelitian ini mengidentifikasi dampak kompetensi manajerial case manager terhadap burnout, turnover intention, dan kinerja perawat. Metode penelitian menggunakan desain cross sectional di tiga rumah sakit dengan 235 responden. Hasil analisis menyatakan bahwa terdapat hubungan antara kompetensi manajerial case manager dengan burnout, turnover intention, dan kinerja perawat. Alternatif solusi untuk meningkatkan efektifitas alur pasien yaitu mengoptimalkan peran dan fungsi case manager. Perlu adanya peningkatan kompetensi case manager melalui internalisasi peran dan fungsi manajerial case manager serta pendidikan informal maupun formal untuk dapat menurunkan burnout, turnover intention, dan kinerja perawat. Kata Kunci: burnout, case manager, kinerja, kompetensi, turnover intention

ABSTRACT

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Burnout or emotional fatigue, turnover or attitude deciding to quit from work, and low nurse's performances nurses are quality component of nursing care which still problematic in hospital management. Greatest risk arising from burnout, turnover intention, and the low performance of nurses is ineffective nursing care which can reduce the quality of service. The purpose of this study was to identify impact of managerial competence of nurse case manager on burnout, turnover intention, and nurse performance. Research method used in this research was cross sectional design in three hospitals with 235 respondents. The results from analysis indicate that there is a relationship between managerial competence case manager with burnout, turnover intention, and nurse performance. Alternative solutions to improve the effectiveness of the patient care is to optimize the role and function of the case manager. There needs to be increased case manager competence through internalization of the role and function of managerial case manager and informal and formal education to reduce burnout, turnover intention, and nurse performance. Key word burnout, case manager, performance, competency, turnover intention