

Hubungan karakteristik perawat, job content dan job context terhadap kepuasan kerja perawat di Instalasi Rawat Inap Rumah Sakit Umum Gunung Jati Cirebon tahun 2004

Dewi Basmala Gatot, author

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Abstrak

Perawat merupakan tenaga kesehatan yang memiliki peranan besar dalam proses pelayanan di rumah sakit. Kinerja mereka dapat menjadi representasi citra rumah sakit dimata umum. Oleh karenanya pihak manajemen rumah sakit perlu memberikan perhatian dalam hal pengelolaan sumber daya manusia, khususnya perawat. Hal penting yang diperhatikan adalah upaya-upaya untuk memelihara hubungan yang kontinu dan serasi terhadap perawat. Upaya tersebut berkenaan dengan kepuasan seorang perawat dalam bekerja. Kepuasan yang dirasakan oleh perawat dalam melaksanakan pekerjaannya diharapkan akan memberikan dampak terhadap kualitas kinerja mereka.

Disaat pihak Rumah Sakit memerlukan peranan perawat dalam memberikan pelayanan kepada pasien, di sisi lain perawat di rumah sakit Gunung Jati Cirebon mengeluh tentang adanya ketidakpuasan dalam bekerja. Penelitian tentang kepuasan kerja perawat di Rumah Sakit Gunung Jati Cirebon dilakukan pada bulan Januari tahun 2004. Penelitian ini dilakukan di Instalasi Rawat Inap Rumah Sakit Gunung Jati Cirebon terhadap 216 perawat. Penelitian ini adalah penelitian deskriptif dengan pendekatan kuantitatif. Analisis data menggunakan analisis univariat, bivariat dan multivariat. Penelitian dilakukan untuk mengetahui hubungan karakteristik perawat, job content dan job context terhadap kepuasan kerja perawat di Instalasi Rawat Inap Rumah Sakit Umum Gunung Jati Cirebon.

Dari hasil penelitian diperoleh hasil kepuasan kerja perawat di tiap-tiap unit kerja di Instalasi Rawat Inap. Diperoleh adanya hubungan yang signifikan antara karakteristik perawat, job content dan job context terhadap kepuasan kerja. Dari seluruh faktor tersebut, yang memiliki pengaruh kuat terhadap kepuasan kerja adalah faktor kesempatan pengembangan karier dengan $p = 0,282$ (sig 0,000) dan hubungan dengan atasan langsung dengan $p = 0,254$ (sig 0,000).

.....In order to improve a hospital's services to public, it is important for the management to continually develop its human resources, especially the nurses. This is because nurses have direct contact to patients in conducting their duties. Consequently, their quality of services creates the entire organization's image to the public. In this sense, the better quality of services will be created if the nurses are well-motivated and find satisfactions in performing their jobs as a result of sufficient supports provided by the management beforehand. Based on those factors, how the management is able to improve its supports and establish positive relationships with the nurses has become a critical task to do in building a hied performance organization.

The Gunung Jati Cirebon General Hospital (GJCGH)'s management has been committed to increase its performance and services to the community. They realized that such a goal can not be achieved without having supports from the entire employees in general, and the nurses particularly. However, it was revealed that many nurses who work in such a hospital frequently have made complaints about their work conditions. They are unsatisfied and tend to be less motivated in conducting their duties.

The nurses' work satisfaction studied done on January 2004 in the GJCGH. A study had been conducted on

216 nurses who worked in the Inpatient Facilities. This is a description study with quantitative approach, used univariate, bivariate, and multivariate analyses in processing the data. The study was taken to reveal the relationships of the nurses' characteristic, job contents, and job contexts, with the levels of work satisfactions in the Inpatient Facilities of Gunung Jati Cirebon General Hospital.

The study concluded level of satisfaction Inpatient unit. It is also disclosed that there are significant relationships between the nurses' characteristics, job contents, job contexts, and levels of work satisfaction. Among those matters, carrier development ($p = 0,282$ sig $0,000$) and relationships between nurse and supervisor ($p = 0,254$ sig $0,00$), take place as strong factors that create a certain level of work satisfaction.