

# Analisis Hubungan Pemberian Jasa Pelayanan dan Work Engagement Terhadap Kinerja Perawat Ruang Rawat Inap di RSUD Bali Mandara Tahun 2022 = Analysis of The Relationship Between Provision of Service Delivery and Work Engagement on The Performance of Inpatient Nurses at The Bali Mandara Hospital 2022

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## Abstrak

Pelayanan keperawatan menjadi pusat perhatian di setiap rumah sakit karena pelayanan ini merupakan kegiatan pokok yang dapat menjadi tolok ukur penilaian pelayanan kesehatan khususnya pada ruang rawat inap. Pengukuran kinerja dilakukan untuk meningkatkan kualitas pemberian asuhan keperawatan, mengurangi biaya, melindungi perawat dari kelalaian dalam melaksanakan tugas, serta melindungi pasien dari kelalaian pelayanan kesehatan. Pencapaian Indikator berdasarkan Rencana Kerja di RSUD Bali Mandara tahun 2021 dengan indikator kinerja program Persentase Pelayanan yang memenuhi Standar Prosedur Operasional ditargetkan mencapai 100% dan realisasinya tercapai 85,45%. Pada tahun 2021, target penyediaan gaji dan tunjangan tenaga kesehatan yang terbayar sebesar 90%, dan tercapai sebesar 87,07%. Tujuan Penelitian untuk mengetahui hubungan pemberian jasa pelayanan dan work engagement terhadap kinerja perawat ruang rawat inap. Penelitian ini menggunakan rancangan observasional dengan metode pendekatan cross sectional. Jumlah sampel yang terpilih sebanyak 241 orang. Analisis data menggunakan uji regresi logistik ganda. Hasil penelitian menunjukkan ada hubungan signifikan antara pemberian jasa pelayanan dan work engagement terhadap kinerja perawat. Variabel work engagement merupakan variabel yang paling dominan mempengaruhi kinerja perawat ruang rawat inap di RSUD Bali Mandara.

.....Nursing services are the center of attention in every hospital because this service is a main activity that can be used as a benchmark for evaluating health services, especially in inpatient rooms. Performance measurement is carried out to improve the quality of providing nursing care, reduce costs, protect nurses from negligence in carrying out their duties, and protect patients from negligence in health services. Achievement of Indicators based on the Work Plan at Bali Mandara Hospital in 2021 with the performance indicator of the Percentage of Services program that meets Standard Operating Procedures is targeted to reach 100% and the realization reached 85.45%. In 2021, the target of providing salaries and benefits for health workers is 90%, and 87.07% is achieved. The research objective was to determine the relationship between service delivery and work engagement on the performance of inpatient nurses. This study used an observational design with a cross sectional. The number of samples selected was 241 people. Data analysis used multiple logistic regression test. The results showed that there was a significant relationship between service delivery and work engagement on nurse performance. Variable work engagement is the most dominant variable influencing the performance of inpatient nurses at Bali Mandara Hospital.