

## Studi komparatif: peran relawan kesehatan di National Cancer Center Korea Selatan dan rumah sakit kanker Dharmais Indonesia = Role of volunteers in South Korea's National Cancer Center and Indonesia Dharmais cancer hospital - comparative study

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### Abstrak

National Cancer Center merupakan pusat penelitian dan penanganan kanker nasional yang terletak di Korea Selatan. Lembaga ini didirikan untuk penelitian, pengobatan, dan pengajaran terkait penyakit kanker. Berbeda dengan National Cancer Center yang juga memiliki pusat penelitian dan sekolah khusus, Rumah Sakit Kanker Dharmais adalah rumah sakit khusus untuk pasien kanker. Kedua rumah sakit menerima relawan sebagai unsur supporting di rumah sakit. Penelitian ini membahas peran relawan di kedua rumah sakit dalam membantu pasien kanker selama menjalani perawatannya. Penelitian komparatif ini bertujuan untuk membandingkan dan menganalisis peran relawan di kedua lembaga. Penelitian ini diusung dengan menggunakan metode kualitatif deskriptif dalam bentuk wawancara secara mendalam. Selain itu, penulis juga melakukan studi pustaka demi memperoleh data-data terkait National Cancer Center dan Rumah Sakit Kanker Dharmais. Peran dan pengaruh para relawan terhadap keberlanjutan pelayanan rumah sakit dianalisis menggunakan teori budaya perusahaan dengan pertimbangan latar kebudayaan nasional dari kedua rumah sakit. Hasil penelitian menekankan bahwa peran relawan di kedua lembaga tidak sekedar membantu pasien melainkan juga membantu kelancaran operasional rumah sakit.

.....National Cancer Center in South Korea is an institution that specializes in cancer research and treatment. This institution operates in maintaining the development of cancer research, treatment, and academic studies. On the other hand, Dharmais Cancer Hospital is not an institution that focuses on research nor academic studies but is a hospital that specializes only in treating varieties of cancer patients. An equally significant aspect of both institutes is that National Cancer Center and Dharmais allow volunteers to be recruited as the hospital's supporting role. This research is conducted to analyze the role of volunteers in accompanying cancer patients during their stays at either National Cancer Center or Dharmais hospital. The purpose of this comparative research is to compare and analyze the role of volunteers in both institutes. The research proposes descriptive qualitative methods through a deep interview. In order to provide a great thesis, the writer will do a literature review from previous research to gain information on National Cancer Center and Dharmais Cancer Hospital. Volunteer's roles and effects in maintaining the hospital's service will also be analyzed using theory of company culture while considering the country's culture in both hospitals. The results emphasize that volunteer roles in both institutions are not solely to help the patients but also to ease the hospital's operating system.