

# Analisis Faktor Pendekatan Continuous Quality Improvement Dalam Manajemen Tenaga Keperawatan Di Rumah Sakit = Analysis Of Factors In The Continuous Quality Improvement Approach For Managing Hospital Nurses

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## Abstrak

Framework manajemen tenaga keperawatan di RS yang dapat membantu para manajer keperawatan dalam mengelola tenaganya merupakan hal yang penting khususnya di negara berkembang. Penelitian ini bertujuan untuk mengembangkan framework continuous quality improvement (CQI) manajemen tenaga keperawatan dan menguji secara statistik pengaruh framework CQI manajemen tenaga keperawatan terhadap kompetensi perawat. Desain penelitian ini adalah penelitian kuantitatif yaitu metode penelitian yang menggunakan angka dan statistik dalam proses penelitiannya. Penelitian kuantitatif ini diperkuat dengan penelitian kualitatif yang dilakukan terhadap 14 manajer rumah sakit. Penelitian ini terdiri dari dua tahapan yaitu pengembangan framework dan pengujian secara statistik pengaruh framework terhadap kompetensi perawat. Tahap pengembangan framework terdiri dari wawancara mendalam pada 14 manajer dan expert opinion pada 5 expert. Selanjutnya tahap kedua melakukan uji validasi framework CQI manajemen tenaga keperawatan untuk kompetensi perawat di rumah sakit menggunakan SEM-PLS pada 113 manajer keperawatan di himpunan perawat manajer Indonesia menggunakan online kuesioner. Hasil penelitian tahap satu diperoleh framework CQI manajemen tenaga keperawatan siap uji. Hasil penelitian tahap dua membuktikan bahwa framework CQI manajemen tenaga keperawatan memiliki pengaruh terhadap kompetensi perawat dengan penjelasan tujuh dari delapan aktivitas manajemen SDM yaitu perencanaan, rekrutmen, seleksi dan orientasi, pelatihan dan pengembangan, sistem reward, penilaian kinerja, sistem alokasi staf dan maintenance memiliki pengaruh terhadap kompetensi perawat. Hanya ada satu variabel yang mengindikasikan hal berbeda yaitu jenjang karir dimana ditemukan jenjang karir tidak ada pengaruh terhadap kompetensi perawat. Dapat disimpulkan framework ini secara statistik memiliki pengaruh terhadap kompetensi perawat.

.....A nursing workforce management framework in hospitals is important, especially in developing countries, as it can help nursing managers in handling their staff. This research aims to develop a continuous quality improvement (CQI) framework for managing hospital nurses and statistically test the effect of the CQI framework for hospital nurses management on nurse competency. The research employs a quantitative design, which is a research method that uses numbers and statistic in the research process. This quantitative research is strengthened by qualitative research conducted with 14 hospital managers. This research consists of two stages, namely framework development and statistical testing of the framework's influence on nurse competency. The framework development stage consist of in-depth interviews on 14 hospital manajers and expert opinions on 5 experts. The Next stage was conducting a validation test of the CQI framework for hospital nurses management for nurse competency using SEM-PLS. The test was administered using online questionnaires on 113 nurse managers from the Indonesian Nurse Manager Association. The result of the first phase of the research yielded a CQI framework for hospital nurses management that was ready for testing. The second phase of research demonstrated that the CQI model for nursing workforce management

influences nurse competency. This is evidenced by seven out of the eight human resource management activities: planning, recruitment selection and orientation, training and development, reward systems, performance appraisals, staff allocation systems and maintenance -having an impact on nurse competency. Only one variable that indicated something different, namely career path, where it was found that career path had no influence on nurse competency. It can be concluded that this framework statistically has an influence on nurse competency.