

Abstrak

Keselamatan dan kesehatan kerja tenaga kesehatan merupakan aspek penting dalam mutu pelayanan rumah sakit. Namun, berbagai laporan menunjukkan bahwa workplace violence semakin sering terjadi, terutama dalam bentuk kekerasan verbal. Kekerasan verbal, yang mencakup makian, ancaman, intimidasi, dan hinaan, menimbulkan dampak serius baik pada tenaga kesehatan maupun pasien. Kekerasan verbal merupakan fenomena yang semakin meningkat dan menjadi perhatian global. Organisasi Kesehatan Dunia melaporkan bahwa lebih dari 50% tenaga kesehatan pernah mengalami kekerasan di tempat kerja. **Metode:** Desain penelitian yang direncanakan adalah kualitatif deskriptif yang bertujuan memahami makna pengalaman tenaga kesehatan terkait kekerasan verbal secara alami. Pengambilan sampel dilakukan purposive sampling dengan jumlah sampel sebanyak 9 orang. Data dianalisis menggunakan analisis Braun & Clarke melalui enam tahap dan Nvivo digunakan sebagai alat bantu pengolahan data. **Hasil:** didapatkan bentuk kekerasan verbal, faktor penyebab, dampak, strategi coping, dukungan teman sejawat, pencegahan. **Kesimpulan:** kekerasan verbal terhadap tenaga kesehatan masih sering terjadi dalam praktik pelayanan kesehatan.

Kata kunci: Kekerasan Verbal, Tenaga Kesehatan, Strategi coping

Abstract

*Occupational safety and health of healthcare workers is an important aspect of the quality of hospital services. However, various reports indicate that workplace violence is increasingly common, especially in the form of verbal violence. Verbal violence, which includes insults, threats, intimidation, and insults, has serious impacts on both healthcare workers and patients. Verbal violence is an increasing phenomenon and is a global concern. The World Health Organization reports that more than 50% of healthcare workers have experienced violence in the workplace. **Method:** The planned research design is descriptive qualitative aimed at understanding the meaning of healthcare workers' experiences related to verbal violence in nature. Sampling was carried out by purposive sampling with a sample of 9 people. Data were analyzed using Braun & Clarke analysis through six stages and Nvivo was used as a data processing tool. **Results:** The forms of verbal violence, causal factors, impacts, coping strategies, peer support, and prevention were obtained. **Conclusion:** Verbal violence against healthcare workers still frequently occurs in healthcare practice. **Keywords:** Verbal Violence, Health Workers, Coping Strategies*