ABSTRAK

Implementasi layanan kesehatan rumah sakit di Indonesia saat ini menghadapi tantangan yang semakin kompleks. Peningkatan kualitas rumah sakit harus ditingkatkan sesuai dengan perkembangan kebutuhan dan tuntutan masyarakat, disertai dengan peningkatan efisiensi dan produktivitas di bidang manajemen, sesuai dengan standar layanan minimum rumah sakit, standar profesional, dan standar prosedur operasi. Penelitian ini bertujuan untuk mengetahui pengaruh pengetahuan, keterampilan, perilaku, pendidikan, pengalaman, dan motivasi perawat dengan kualitas layanan keperawatan di Rumah Sakit Kolonel Abunjani Bangko pada tahun 2019. Penelitian analitik observasional ini menggunakan desain Cross Sectional. Uji statistik chi square dan regresi logistik berganda digunakan untuk menganalisis data. Populasi dan ukuran sampel dalam penelitian ini adalah 92 perawat di mana pengumpulan data diambil dari hasil kuesioner. Hasil analisis bivariat menunjukkan bahwa ada pengaruh pengetahuan, keterampilan, perilaku, pendidikan, pengalaman, dan motivasi dengan kualitas layanan keperawatan di Rumah Sakit Kolonel Abunjani Bangko pada tahun 2019. Hasil analisis multivariat menunjukkan pengalaman itu adalah variabel yang paling dominan mempengaruhi kualitas layanan. Kesimpulan yang diperoleh adalah pengaruh pengetahuan, keterampilan, perilaku, pendidikan, pengalaman, dan motivasi perawat dengan kualitas layanan keperawatan di Rumah Sakit Kolonel Abunjani Bangko pada tahun 2019. Disarankan ke rumah sakit, untuk terus meningkatkan pengetahuan, keterampilan, perilaku, pendidikan, pengalaman, dan motivasi berkelanjutan. Dengan meningkatkan kompetensi dan kinerja berkelanjutan, kelemahan dan kekuatan perawat dapat diketahui. Dengan demikian, kompetensi perawat yang baik dapat memberikan kepuasan kepada pasien dan memberikan promosi pekerjaan sehingga dapat meningkatkan kinerja perawat sehingga mereka dapat meningkatkan kualitas layanan kesehatan.

Kata kunci: Kualitas Layanan Perawat, Kompetensi, Kinerja Perawat

ABSTRACT

The implementation of hospital health services in Indonesia currently faces increasingly complex challenges. The improvement of hospital quality must be improved in accordance with the development of the needs and demands of the community, accompanied by an increase in efficiency and productivity in the field of management, in accordance with the hospital's minimum service standards, professional standards, and standard operating procedures. The study aims to determine the relationship of knowledge, skills, behavior, education, experience, and motivation of nurses with the quality of nursing services at the kolonel abunjani bangko Hospital in 2019. This observational analytic study uses a Cross Sectional design. Chi square statistical test and multiple logistic regression regression were used to analyze data. The population and sample size in this study were 92 nurses where data collection was taken from the results of the questionnaire. The results of the bivariate analysis showed that there was a relationship of knowledge, skills, behavior, potential, education, experience, and motivation with the quality of nursing services at the kolonel abunjani bangko Hospital in 2019. The results of multivariate analysis showed that experience was the most dominant variable affecting quality service. Conclusions obtained are the relationship of knowledge, skills, behavior, potential, education, experience, and motivation of nurses with the quality of nursing services in kolonel abunjani bangko Hospital in 2019. It is recommended to the hospital, to continue to improve knowledge, skills, behavior, education, experience, and continuous motivation. By increasing competence and continuous performance, the nurse's weaknesses and strengths can be known. Thus, good nurse competency can give satisfaction to patients and provide job promotion so as to improve the work performance of nurses so that they can increase the quality of health services.

Keywords: Nurse Service Quality, Competence, Nurse Performance