

Analisis Pengaruh Etos Kerja, Efikasi Diri, dan Kualitas Kehidupan Kerja Terhadap Mutu Komunikasi Perawat Rawat Inap di RS Puri Cinere

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ABSTRAK

Mutu komunikasi perawat merupakan bentuk kinerja perawat yang berperan penting untuk meningkatkan kunjungan dan kepercayaan terhadap pelayanan di rumah sakit, khususnya pelayanan keperawatan. Mutu komunikasi perawat yang tinggi menggambarkan pelayanan di rumah sakit yang baik dan berkualitas. Tujuan penelitian ini untuk menganalisis pengaruh etos kerja, efikasi diri dan kualitas kehidupan kerja terhadap mutu komunikasi perawat rawat inap di RS Puri Cinere baik secara parsial maupun simultan. Penelitian menggunakan metode kuantitatif dengan jenis *explanatory causality research*. Populasi dalam penelitian ini adalah seluruh perawat di ruang rawat inap RS Puri Cinere berjumlah 133 orang. Metode sampel adalah *probability sampling* dengan teknik *simple random sampling*. Pengukuran sampel menggunakan rumus Slovin, sehingga diperoleh sampel sebanyak 100 responden. Metode analisis data berupa analisis regresi linear berganda dengan *software SPSS versi 20*. Hasil penelitian menunjukkan bahwa etos kerja, efikasi diri dan kualitas kehidupan kerja secara bersama-sama berpengaruh signifikan terhadap mutu komunikasi perawat rawat inap di RS Puri Cinere. Etos kerja secara hipotesis parsial tidak berpengaruh signifikan terhadap mutu komunikasi perawat rawat inap di RS Puri Cinere. Efikasi diri berpengaruh signifikan terhadap mutu komunikasi perawat rawat inap di RS Puri Cinere. Kualitas kehidupan kerja berpengaruh signifikan terhadap mutu komunikasi perawat rawat inap di RS Puri Cinere.

Kata Kunci : Etos Kerja, Efikasi Diri, Kualitas Kehidupan Kerja, Mutu Komunikasi Perawat Rawat Inap

Influence Analysis of Work Ethics, Self-Efficacy, and Quality of Work Life on Communication Quality of Inpatient Nurses at Puri Cinere Hospital

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ABSTRACT

The quality of nurse communication is a form of nurse performance that plays an important role in increasing visits and trust in hospital services, especially nursing services. The high quality of nurse communication illustrates good and quality hospital services. The purpose of this study was to analyze the influence of work ethic, self-efficacy and quality of work life on the quality of communication of inpatient nurses at Puri Cinere Hospital both partially and simultaneously. The study used quantitative methods with the type of explanatory causality research. The population in this study was all nurses in the inpatient room of Puri Cinere Hospital totaling 133 people. The sample method is probability sampling with a simple random sampling technique. Sample measurement using the Slovin formula, so that a sample of 100 respondents was obtained. The data analysis method is in the form of multiple linear regression analysis with SPSS software version 20. The results showed that work ethic, self-efficacy and quality of work life together had a significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital. Work ethic hypothetically partial does not have a significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital. Self-efficacy has a significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital. The quality of working life has a significant effect on the quality of communication of inpatient nurses at Puri Cinere Hospital.

Keywords : *Work Ethics, Self-Efficacy, Quality of Work Life, The Quality of Communication of Inpatient Nurses.*

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