

ABSTRAK

UNIVERSITAS MUHAMMADIYAH JEMBER
PROGRAM STUDI S1 ILMU KEPERAWATAN
FAKULTAS ILMU KESEHATAN

Skripsi, Juni 2024
Kadek Fadila Oktaviana

Strategi *Conflict management* Kepala Ruang Dengan Produktivitas Kerja Perawat di Ruang Rawat Inap Rumah Sakit Tingkat III Baladhika Husada Jember
xvi + 63 halaman + 1 bagan + 15 tabel + 15 lampiran

Abstrak

Produktivitas kerja perawat dapat dipengaruhi oleh konflik yang sedang dihadapi baik sesama perawat maupun antar tenaga kesehatan lainnya. Oleh karenanya diperlukan *conflict management* yang baik dari kepala ruang untuk mengatasi konflik yang terjadi sehingga produktivitas kerja perawat akan terjaga. Tujuan penelitian ini adalah untuk mengetahui hubungan antara *conflict management* kepala ruang dengan produktivitas kerja perawat di ruang rawat inap Rumah Sakit Tingkat III Baladhika Husada Jember. Desain penelitian ini adalah korelasi dengan pendekatan *cross sectional*. Populasi penelitian ini adalah 74 perawat di ruang rawat inap. Sampel penelitian ini sejumlah 63 perawat. Teknik sampling yang digunakan adalah *probability sampling* dengan cara *proportionate stratified random sampling*. Instrumen pada penelitian ini berupa kuesioner. Dari penelitian didapatkan bahwa *conflict management* baik (90,5%), *conflict management* cukup (9,5%), produktivitas kerja baik (73%), produktivitas cukup (27%). Hasil uji statistik *Spearman's Rho* dengan ($\alpha = 0,05$) didapatkan hasil *p value* 0,021 sehingga H_1 diterima yang berarti ada hubungan antara *conflict management* kepala ruang dengan produktivitas kerja perawat di ruang rawat inap Rumah Sakit Tingkat III Baladhika Husada Jember dengan kekuatan hubungan lemah ($r = 0,290$). Pentingnya pengembangan dan pengaplikasian strategi *Conflict management* yang efektif dari kepala ruang di rumah sakit. Pelatihan dan pembinaan kepemimpinan yang fokus pada penanganan konflik secara proaktif dan konstruktif dapat membantu membangun lingkungan kerja yang harmonis dan produktif.

Kata kunci : *conflict management*, produktivitas kerja, perawat
Daftar pustaka (2016 – 2023)

ABSTRACT
MUHAMMADIYAH UNIVERSITY OF JEMBER
STUDY PROGRAM SI NURSING SCIENCE
FACULTY OF HEALTH SCIENCES

Thesis, June 2024
Kadek Fadila Oktaviana

Conflict management Strategy of the Head Nurse with Nurse Work Productivity in the Inpatient Room of Level III Baladhika Husada Jember Hospital
xvi + 63 pages + 1 chart + 15 tables + 15 attachments

Abstract

Nurses' work productivity can be affected by conflicts that are being faced both among nurses and among other health workers. Therefore, conflict management is needed from the head nurse to resolve conflicts that occur so that nurses' work productivity will be maintained. The purpose of this study was to determine the relationship between conflict management of the head nurse with the work productivity of nurses in the inpatient room of Level III Baladhika Husada Jember Hospital. This research design is a correlation with a cross sectional approach. The population of this study were 74 nurses in the inpatient room. The sample of this study amounted to 63 nurses. The sampling technique used was probability sampling by means of proportionate stratified random sampling. The instrument in this study was a questionnaire. From the research it was found that conflict management was good (90.5%), conflict management was sufficient (9.5%), good work productivity (73%), sufficient productivity (27%). The results of the Spearman's Rho statistical test with ($\alpha = 0.05$) showed a p value of 0.021 so that H1 was accepted, which means that there is a relationship between the conflict management of the head nurse with the work productivity of nurses in the inpatient room of Level III Baladhika Husada Jember Hospital with a weak relationship strength ($r = 0.290$). The importance of developing and applying effective conflict management strategies from head nurse in hospitals. Leadership training and coaching that focuses on handling conflict proactively and constructively can help build a harmonious and productive work environment.

Keywords: conflict management, work productivity, nurses
Bibliography (2016 - 2023)