

ABSTRAK

Abstrak

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Hubungan *Work Life Balance* dengan Kualitas Pelayanan Perawat di Instalasi Rawat Inap RS Tingkat III Baladhika Husada Jember.

xviii + 117 hal + 2 bagan + 20 tabel + 18 lampiran

Abstrak

Work life balance merupakan kemampuan individu dalam menyeimbangkan waktu dan energi antara tanggung jawab pekerjaan dan kehidupan pribadi. Ketidakseimbangan peran berpotensi memengaruhi kualitas pelayanan yang diberikan perawat, terutama di ruang rawat inap dengan beban kerja yang tinggi. Penelitian ini bertujuan untuk mengetahui hubungan *work life balance* dengan kualitas pelayanan perawat di Instalasi Rawat Inap RS Tingkat III Baladhika Husada Jember. Penelitian ini menggunakan desain kuantitatif korelasional dengan pendekatan *cross sectional*. Populasi penelitian adalah seluruh perawat pelaksana di Instalasi Rawat Inap RS Tingkat III Baladhika Husada Jember sebanyak 52 orang. Sampel penelitian berjumlah 47 responden yang dipilih menggunakan teknik *proportionate stratified random sampling*. Analisis data dilakukan menggunakan uji *Spearman Rho* dengan tingkat signifikansi $\alpha = 0,05$. Hasil penelitian menunjukkan adanya hubungan yang signifikan antara *work life balance* dengan kualitas pelayanan perawat dengan nilai *p-value* sebesar 0,001 ($p < 0,05$) dan koefisien korelasi sebesar 0,493. Nilai tersebut menunjukkan hubungan positif dengan kekuatan korelasi sedang. Peningkatan *work life balance* diikuti oleh peningkatan kualitas pelayanan perawat. Kesimpulan penelitian menunjukkan bahwa *work life balance* berperan dalam mendukung peningkatan kualitas pelayanan keperawatan. Perawat perlu mengelola waktu dan energi secara efektif antara tuntutan pekerjaan dan kehidupan pribadi. Rumah sakit perlu mendukung kebijakan yang mendorong terciptanya keseimbangan kerja dan kehidupan pribadi guna meningkatkan kualitas pelayanan secara berkelanjutan.

Kata kunci: Kualitas Pelayanan; Perawat; *Work Life Balance*
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Abstract
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*The Relationship between Work Life Balance and the Quality of Nursing Services
in the Inpatient Unit of Baladhika Husada Hospital, Jember.*

xviii + 117 pages + 2 charts + 20 tables + 18 appendices

Abstract

Work life balance is an individual's ability to balance time and energy between work responsibilities and personal life. Role imbalance has the potential to affect the quality of care provided by nurses, especially in inpatient wards with high workloads. This study aims to determine the relationship between work life balance and the quality of nursing care in the Inpatient Unit of Baladhika Husada Hospital, Jember. This study used a quantitative correlational design with a cross sectional approach. The study population was all 52 nurses in the Inpatient Unit of Baladhika Husada Hospital, Jember. The study sample consisted of 47 respondents selected using a proportionate stratified random sampling technique. Data analysis was performed using the Spearman Rho test with a significance level of $\alpha = 0.05$. The results showed a significant relationship between work life balance and the quality of nursing care with a p-value of 0.001 ($p < 0.05$) and a correlation coefficient of 0.493. These values indicate a positive relationship with moderate correlation strength. Improvement in work life balance is followed by an increase in the quality of nursing care. The conclusion of the study shows that work life balance plays a role in supporting the improvement of the quality of nursing care. Nurses need to effectively manage their time and energy between the demands of work and personal life. Hospitals should support policies that encourage work life balance to continuously improve the quality of care.

Keywords: Nurses; Service Quality; Work Life Balance
Bibliography 53 (2015-2025)