

ABSTRAK

UNIVERSITAS MUHAMMADIYAH JEMBER
PROGRAM STUDI S1 ILMU KEPERAWATAN
FAKULTAS ILMU KESEHATAN

Skripsi, Juni 2026

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Hubungan Komunikasi Efektif dengan Penerapan Sasaran Keselamatan Pasien di Ruang Rawat Inap RSUD Blambangan

Abstrak

Keselamatan pasien merupakan prioritas utama dalam pelayanan rumah sakit. Komunikasi efektif berperan penting dalam mendukung penerapan Sasaran Keselamatan Pasien (SKP). Penelitian ini bertujuan menganalisis hubungan komunikasi efektif dengan penerapan SKP pada perawat di Ruang Rawat Inap RSUD Blambangan. Penelitian menggunakan desain korelasional dengan pendekatan *cross-sectional*. Sampel sebanyak 103 perawat dari populasi 139 perawat dipilih menggunakan *simple random sampling*. Instrumen penelitian terdiri atas Lembar Kuesioner Komunikasi Efektif sebanyak 28 pernyataan dan Lembar Kuesioner SKP sebanyak 24 pernyataan yang telah dinyatakan valid dan reliabel. Analisis bivariat menggunakan uji Chi-Square dengan tingkat kemaknaan $\alpha = 0,05$. Karena terdapat satu sel dengan *expected count* kurang dari 5, keputusan statistik mengacu pada *Fisher's Exact Test*. Hasil penelitian menunjukkan bahwa 90 perawat (87,4%) memiliki komunikasi efektif kategori baik dan 85 perawat (82,5%) memiliki penerapan SKP kategori baik. Dari 90 perawat dengan komunikasi efektif baik, 80 perawat memiliki penerapan SKP baik dan 10 perawat memiliki penerapan SKP kurang. Dari 13 perawat dengan komunikasi efektif kurang, 5 perawat memiliki penerapan SKP baik dan 8 perawat memiliki penerapan SKP kurang. Hasil *Fisher's Exact Test* menunjukkan $p < 0,001$. Disimpulkan terdapat hubungan yang signifikan antara komunikasi efektif dengan penerapan SKP. Rumah sakit disarankan meningkatkan pelatihan SBAR, *read-back*, supervisi, dan budaya keselamatan *non-punitif*.

Kata Kunci: Komunikasi Efektif, Sasaran Keselamatan Pasien, Perawat

Daftar Pustaka: (2018–2025)

ABSTRACT

MUHAMMADIYAH UNIVERSITY OF JEMBER
BACHELOR'S DEGREE PROGRAM IN NURSING SCIENCE
FACULTY OF HEALTH SCIENCES

Thesis, June 2026

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The Relationship Between Effective Communication and Implementation of Patient Safety Goals in Inpatient Ward at Blambangan Regional Hospital

Abstract

Patient safety is a major priority in hospital health services. Effective communication plays an important role in supporting the implementation of Patient Safety Goals (PSGs). This study aimed to analyze the relationship between effective communication and the implementation of PSGs among nurses in the inpatient wards of Blambangan Regional General Hospital. A correlational design with a cross-sectional approach was used. A total of 103 nurses from a population of 139 were selected using simple random sampling. The instruments consisted of a 28-item Effective Communication Questionnaire and a 24-item Patient Safety Goals Questionnaire, both of which were valid and reliable. Bivariate analysis used the Chi-Square test with a significance level of $\alpha = 0.05$. Because one cell had an expected count of less than 5, the statistical decision was based on Fisher's Exact Test. The results showed that 90 nurses (87.4%) had good effective communication and 85 nurses (82.5%) had good implementation of PSGs. Among 90 nurses with good effective communication, 80 had good PSG implementation and 10 had poor implementation. Among 13 nurses with poor effective communication, 5 had good PSG implementation and 8 had poor implementation. Fisher's Exact Test showed $p < 0.001$. It can be concluded that there was a significant relationship between effective communication and the implementation of PSGs. The hospital is recommended to strengthen SBAR and read-back training, supervision, and a safety culture that does not punish staff for reporting incidents.

Keywords: Effective Communication, Patient Safety Goals, Nurses,

References: (2018–2025)