

ANALISIS HUBUNGAN KEMAMPUAN KOMUNIKASI INTERPERSONAL
PERAWAT DENGAN KENYAMANAN DAN KEPUASAN PROSES
INTERAKSI DALAM PELAYANAN KEPERAWATAN
DI RSUD PETALA BUMI TAHUN 2016

TESIS



PROGRAM STUDI MAGISTER KEPERAWATAN
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**Analisis Hubungan Kemampuan Komunikasi Interpersonal Perawat dengan
Kenyamanan dan Kepuasan Proses Interaksi dalam Pelayanan Keperawatan
di Instalasi Rawat Inap RSUD Petala Bumi Tahun 2016**

xiv + 136 hal + 12 tabel + 5 diagram + 3 skema + 13 lampiran



Komunikasi interpersonal merupakan salah satu aspek penting dalam pelayanan keperawatan. Rendahnya kemampuan komunikasi perawat secara interpersonal mengurangi kepercayaan dan mempengaruhi mutu pelayanan keperawatan. Aktivitas komunikasi interpersonal dilakukan berdasarkan aspek keterbukaan, sikap empati, sikap positif, sikap suportif dan kesetaraan untuk memperoleh kesejahteraan bagi keduanya. Penelitian ini bertujuan menganalisis hubungan kemampuan komunikasi interpersonal perawat dengan kenyamanan dan kepuasan proses interaksi dalam pelayanan keperawatan di RSUD Petala Bumi. Jenis penelitian adalah analitik dengan pendekatan cross sectional. Sampel berjumlah 41 perawat pelaksana dengan teknik total sampling. Sumber data adalah pasien, perawat sejawat dan tenaga kesehatan lain dikelompokkan menjadi data komposit. Hasil analisis univariat menunjukkan kemampuan komunikasi interpersonal perawat kurang (68,3%), kenyamanan proses interaksi kurang (65,9%) dan kepuasan proses interaksi kurang (68,3%). Uji statistik bivariat Chi Square (X^2) menunjukkan ada hubungan kemampuan komunikasi interpersonal perawat dengan kenyamanan proses interaksi ($p=0,000$) dan kepuasan proses interaksi ($p=0,000$). Kemampuan komunikasi interpersonal perawat menciptakan hubungan interpersonal yang baik kepada pasien, perawat sejawat dan tenaga kesehatan lain dan memiliki hubungan bermakna dengan kenyamanan dan kepuasan proses interaksi sehingga meningkatkan kualitas pelayanan keperawatan. Diharapkan manajemen rumah sakit mengoptimalkan kemampuan komunikasi perawat melalui kegiatan seminar dan pelatihan terkait komunikasi yang efektif secara interpersonal.

Kata Kunci : Komunikasi Interpersonal, Kenyamanan, Kepuasan, Proses Interaksi, Pelayanan Keperawatan

Daftar Pustaka : 120 (2000 – 2016)

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Analysis of the Relationship Interpersonal Communication Skills of Nurses with the Comfort and Satisfaction of Interaction Process in Inpatient Nursing Services at the Petala Bumi General Hospital 2016

xiv + 136 pages + 12 tables + 5 chart + 3 scheme + 13 appendix

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ABSTRACT

Interpersonal communication is one of the most important aspects of nursing care. Lack of ability in nursing interpersonal Communication Skill can decrease trust and affect to nursing service quality. Interpersonal communication activities occurs during interaction between nurse-patients, nurse – nursing colleagues, and nurse – other health professionals. Interpesonal communication based on aspects of openness, empathy, positive, aupportive attitude, and equality which aims to lead comfort, satisfaction, and prosperity for both. This study aims to analyze the relationship between interpersonal communication skill of nurses with the comfort and satisfaction of interaction process in nursing care at Petala Bumi General Hospital. This research was analitical correlation with cross-sectional study. The number of sample in this study was 41 nurses by total sampling technique. Data source was earned from patients, nurse colleagues, and other health professionals which were grouped in a composite data. Univariate analysis showed that nurse ability in interpesonal communication was low (68,3%), lack of comfortable during interaction process (65,9%), and less satisfaction in interaction process (68,3%). The result of bivariate analysis by Chi Square (X^2) test showed that there is a relationship between nurse interpersonal communication skill with comfort ($p=0,000$) and satisfaction ($p=0,000$) of interaction process in nursing care. Hospital management is expected to improve communication skills of nurse through seminars and training. Good interpersonal relationship to the patients, the nursing colleagues, and other health professionals can improve the quality of nursing care in the hospital.

Keywords : *Interpersonal Communication, Comfort, Satisfaction, Interaction of Nursing Service*

Refference : *120 (2000 – 2016)*

