

Program Magister Ilmu Kesehatan Masyarakat

Universitas Diponegoro  
Program Pascasarjana  
Konsentrasi Administrasi  
Rumah Sakit  
2013

## ABSTRAK

**Mario Anang**

**Analisis Faktor Kepemimpinan Keperawatan yang Berkaitan dengan Komunikasi, Transparansi, dan Pengawasan di Ruang Rawat Inap RSUD Bendan Kota Pekalongan**  
53 halaman + 1 tabel + 10 lampiran

Kepuasan pasien terhadap kinerja perawat di RSUD Bendan masih rendah. Hal ini dipengaruhi oleh faktor kepemimpinan. Tujuan penelitian adalah menjelaskan faktor kepemimpinan keperawatan yang berkaitan dengan komunikasi, transparansi dan pengawasan kepada perawat di ruang rawat inap RSUD Bendan.

Penelitian ini merupakan penelitian observasional kualitatif. Pengumpulan data dilakukan dengan wawancara mendalam. Variabel penelitian terdiri dari komunikasi, transparansi, pengawasan dan kepemimpinan. Informan utama, 7 orang, terdiri dari Direktur, Kepala bidang keperawatan, Kepala seksi keperawatan, Kepala Ruang VIP, Kelas I, Kelas II dan Kelas III. Informan triangulasi, 4 orang, terdiri dari perawat ruang VIP, kelas I, Kelas II, Kelas III (masing-masing kelas satu orang). Analisis data dilakukan secara *content analysis*.

Hasil penelitian menunjukkan sistem komunikasi bersifat *top down*, perawat pelaksana belum dilibatkan dalam penyusunan standard, penyampaian informasi kurang terarah, komunikasi belum efektif dan efisien, hanya menindak lanjuti saran dari orang tertentu dan belum ada audit pelayanan. Bidang keuangan, remunerasi dan kekayaan rumah sakit belum transparan. Remunerasi belum tepat waktu dan tepat penghitungan. Promosi jabatan dan diklat untuk pegawai belum diberikan. Pengawasan belum rutin dan hanya melibatkan perawat supervisor. Pemberian penghargaan dan sanksi belum dijalankan serta pimpinan belum memberikan contoh bagi bawahannya

Saran bagi pihak manajemen RSUD Bendan untuk melakukan pembenahan kepemimpinan dari segi komunikasi, transparansi dan pengawasan sehingga tercipta mutu pelayanan yang lebih baik.

Kata kunci : Kepemimpinan keperawatan, Komunikasi, Transparansi,  
Pengawasan

Kepustakaan : 32 (1979 – 2011)

Diponegoro University  
Postgraduate Program  
Master's Program in Public Health  
Majoring in Hospital Administration

## ABSTRACT

**Mario Anang**

**Analysis on Nursing Leadership Factors Associated to Communication, Transparency, and Supervision in Inpatient Unit at Bendan Hospital, Pekalongan**

**53 pages + 1 table + 10 enclosures**

Patient satisfaction to the work performance of nurses in Bendan district general hospital (RSUD) was unsatisfactory. This was influenced by leadership factor. Objective of this study was to explain nursing leadership factor related to communication, transparency, and supervision to nurses in the inpatient room of RSUD Bendan.

This was an observational-qualitative study. Data were collected through in-depth interview. Study variables were communication, transparency, supervision, and leadership. Main informants were 7 people. They were a director, a head of nursing department, a head of nursing section, a head of VIP rooms, a head of first class rooms, a head of second class rooms, and a head of third class rooms. Triangulation informants were 4 room nurses (one nurse for each room class). Content analysis method was applied in the data analysis.

Results of the study showed that communication system was in the form of top down, nurses were not involved in formulating the standard, information was not delivered properly, communication was ineffective and inefficient, not all suggestions were followed up (only suggestion from certain people was followed up), and service audit was not done. Reports regarding finance, remuneration, and hospital assets units were not transparent. Remuneration was not done in the right time and in proper calculation. Rank promotion and advance education for staffs were not given. Routine supervision was not done, it was involving only supervisor nurse. Reward and sanction systems were not implemented, a leader did not act as a model for the staffs.

Suggestion for the management of RSUD Bendan is to do leadership reformation focusing on communication, transparency, and supervision; it will create better service quality.

Key words : nursing leadership, communication, transparency, supervision

Bibliography : 32 (1972-2011)