

INTISARI

Latar belakang: Perawat di ruang perawatan intensif kardiovaskular (CVCU) menghadapi tuntutan kerja tinggi akibat kondisi pasien yang kritis dan kompleks. Tingginya beban kerja berpotensi memengaruhi kualitas pelayanan, termasuk perilaku *caring* perawat yang menjadi inti asuhan keperawatan. Kualitas *caring* yang optimal penting untuk mendukung keselamatan, kenyamanan, serta kepuasan pasien selama perawatan.

Tujuan penelitian: Mengetahui gambaran beban kerja dan kualitas *caring* perawat di ruang CVCU RSUP Dr. Sardjito Yogyakarta.

Metode: Penelitian ini menggunakan desain deskriptif kuantitatif dengan melibatkan 31 perawat dan 89 pasien. Instrumen penelitian berupa kuesioner beban kerja perawat dan *Caring Behaviors Inventory* (CBI-24). Analisis univariat digunakan untuk mendeskripsikan karakteristik responden, beban kerja, serta kualitas *caring* perawat.

Hasil: Hasil penelitian menunjukkan bahwa hampir separuh perawat (48,4%) memiliki beban kerja pada kategori berat, dengan beban terbesar berasal dari keterbatasan jumlah tenaga perawat dan tingginya harapan organisasi terhadap mutu layanan. Dari sisi pasien, sebanyak 53,9% menilai perawat berada pada kategori *caring*, dengan skor tertinggi pada aspek kepedulian, menjaga kerahasiaan, dan pemberian perawatan tepat waktu. Namun, item terkait meluangkan waktu bersama pasien dan melibatkan pasien dalam perencanaan perawatan masih dinilai rendah.

Kesimpulan: Beban kerja perawat di ruang CVCU RSUP Dr. Sardjito secara umum berada pada kategori berat. Meskipun demikian, kualitas *caring* tetap terjaga dengan baik, namun masih terdapat aspek yang perlu ditingkatkan, terutama dalam interaksi dan pelibatan pasien.

Kata kunci: beban kerja, kualitas caring, perawat, CVCU

ABSTRACT

Background: Nurses in the Cardiovascular Care Unit (CVCU) face high demands due to the critical and complex conditions of patients. Heavy workload may affect the quality of nursing care, particularly caring behaviors, which are the core of nursing practice. Optimal caring is essential to ensure patient safety, comfort, and satisfaction during treatment.

Objective: To describe the workload and caring quality of nurses in the CVCU of Dr. Sardjito General Hospital Yogyakarta.

Methods: This study employed a descriptive quantitative design involving 31 nurses and 89 patients. Data were collected using the nurse workload questionnaire and the Caring Behaviors Inventory (CBI-24). Univariate analysis was used to present respondents' characteristics, nurse workload, and caring quality.

Results: The findings revealed that nearly half of the nurses (48.4%) reported heavy workloads, mainly due to the limited number of staff compared to patients and the high organizational expectations for service quality. From the patients' perspective, 53.9% rated nurses in the caring category, with the highest scores in aspects of attentiveness, confidentiality, and timely care. However, items related to spending time with patients and involving them in care planning were rated relatively lower.

Conclusion: Nurses in the CVCU experienced a relatively heavy workload, yet their caring quality remained well-maintained. Improvement is needed in aspects of patient interaction and involvement to strengthen caring implementation.

Keywords: workload, caring quality, nurses, CVCU