

HUBUNGAN PENGEMBANGAN KARIR, KOMUNIKASI DAN KETERSEDIAAN FASILITAS DENGAN KINERJA PERAWAT DI INSTALASI RAWAT INAP RSPAL dr. RAMELAN SURABAYA

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ABSTRAK

Latar Belakang : Kinerja perawat merupakan salah satu indikator penting dalam mutu pelayanan rumah sakit, khususnya pada pelayanan rawat inap yang memiliki kompleksitas tinggi dan berlangsung selama 24 jam. RSPAL dr. Ramelan Surabaya sebagai rumah sakit rujukan militer memiliki tuntutan pelayanan yang tinggi sehingga diperlukan dukungan lingkungan kerja yang mampu menunjang kinerja perawat. Pengembangan karir, komunikasi, ketersediaan fasilitas, dan *job satisfaction* menjadi bagian dari *Quality of Work Life* yang berperan dalam mendukung pelaksanaan pelayanan keperawatan.

Tujuan : Menganalisis hubungan pengembangan karir, komunikasi, ketersediaan fasilitas, dan *job satisfaction* dengan kinerja perawat di instalasi rawat inap RSPAL dr. Ramelan Surabaya.

Metode : Penelitian ini menggunakan desain kuantitatif dengan pendekatan *cross-sectional*. Pengumpulan data dilakukan menggunakan kuesioner terhadap perawat instalasi rawat inap RSPAL dr. Ramelan Surabaya. Analisis data dilakukan secara univariat untuk menggambarkan distribusi variabel penelitian dan bivariat menggunakan uji *Chi-Square* untuk mengetahui hubungan antar variabel penelitian.

Hasil dan pembahasan : Hasil penelitian menunjukkan bahwa sebagian besar responden menilai pengembangan karir, komunikasi, ketersediaan fasilitas, dan *job satisfaction* dalam kategori baik. Analisis bivariat menunjukkan terdapat hubungan yang bermakna antara pengembangan karir dengan kinerja perawat ($p=0,000$; $OR=56,33$), komunikasi dengan kinerja perawat ($p=0,000$; $OR=7,54$), ketersediaan fasilitas dengan kinerja perawat ($p=0,001$; $OR=5,12$), serta *job satisfaction* dengan kinerja perawat ($p=0,000$; $OR=70,80$). Perawat yang memperoleh dukungan lingkungan kerja yang baik cenderung memiliki kinerja yang lebih optimal dalam memberikan pelayanan keperawatan kepada pasien. Temuan ini mengindikasikan bahwa komponen *Quality of Work Life* memiliki peran penting dalam mendukung mutu pelayanan rumah sakit.

Kesimpulan : Pengembangan karir, komunikasi, ketersediaan fasilitas, dan *job satisfaction* memiliki hubungan dengan kinerja perawat di instalasi rawat inap RSPAL dr. Ramelan Surabaya. Penguatan sistem pengembangan SDM, komunikasi organisasi, penyediaan fasilitas kerja yang memadai, serta peningkatan kepuasan kerja perawat perlu dilakukan secara berkelanjutan guna mendukung peningkatan mutu pelayanan keperawatan.

Kata Kunci : komunikasi, ketersediaan fasilitas, kinerja perawat, *job satisfaction*, pengembangan karir, *Quality of Work Life*.

**THE RELATIONSHIP BETWEEN CAREER DEVELOPMENT,
COMMUNICATION, AND
AVAILABILITY OF FACILITIES ON NURSES' PERFORMANCE IN THE
INPATIENT UNIT OF RSPAL dr. RAMELAN SURABAYA**

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ABSTRACT

Background: Nurse performance is one of the important indicators in determining the quality of hospital services, particularly in inpatient care settings characterized by high complexity and continuous 24-hour services. RSPAL dr. Ramelan Surabaya, as a military referral hospital, faces high service demands that require a supportive work environment to maintain optimal nursing performance. Career development, communication, facility availability, and job satisfaction are components of *Quality of Work Life* that may influence the implementation of nursing care and nurses' performance in delivering healthcare services.

Objective: To analyze the relationship between career development, communication, facility availability, and job satisfaction with nurse performance in the inpatient wards of RSPAL dr. Ramelan Surabaya.

Methods: This study employed a quantitative design with a *cross-sectional* approach. Data were collected using questionnaires distributed to nurses working in the inpatient wards of RSPAL dr. Ramelan Surabaya. Data analysis included univariate analysis to describe the distribution of research variables and bivariate analysis using the *Chi-Square* test to determine the relationships between variables.

Results and Discussion: The results showed that most respondents perceived career development, communication, facility availability, and job satisfaction positively. Bivariate analysis demonstrated significant relationships between career development and nurse performance ($p=0.000$; $OR=56.33$), communication and nurse performance ($p=0.000$; $OR=7.54$), facility availability and nurse performance ($p=0.001$; $OR=5.12$), as well as job satisfaction and nurse performance ($p=0.000$; $OR=70.80$). Nurses who received better organizational support and work environment conditions tended to demonstrate better performance in providing nursing care services. These findings indicate that components of *Quality of Work Life* play an important role in improving hospital service quality.

Conclusion: Career development, communication, facility availability, and job satisfaction were associated with nurse performance in the inpatient wards of RSPAL dr. Ramelan Surabaya. Strengthening human resource development systems, improving organizational communication, providing adequate work facilities, and enhancing nurses' job satisfaction are needed to improve the quality of nursing services sustainably.

Keywords: career development, communication, facility availability, job satisfaction, nurse performance, *Quality of Work Life*.