



WORK ENGAGEMENT NURSING RSUD PENEMBAHAN SENOPATI BANTUL

Yul Asriati¹, Noor Siti Rahmani², Andreasta Meliala³

ABSTRACT

Background: Nurses are at forefront of service provided at hospitals and work for 24 hours non-stop assigned based on work shifted. Nurses are also directly in contact with patients who are the customers from hospitals. Beside that, the decline in Bed Occupancy Rate (BOR) of more than 5% from the previous year, and lack of customer satisfaction index based on Health Minister Decree 2008 No. 129 which brought in to less than 90% in each room.

Objective: The study aimed to get an overview of work engagement of nurses at the RSUD Penembahan Senopati Bantul

Method: This study was an analytical observational research using cross sectional design, with mix method, applying explanatory sequential strategy. The subjects were 126 (total population) hospitalization nurses with minimal 5 years of service and have been appointed as civil servants (PNS) or permanents employee (non PNS). Work engagement was measured by Utrecht Work Engagement Scale (UWES), job resources measured by Job Diagnostic Survey (JDS) & Greenhaus and Department of Industrial Engineering and Management in Helsinki University Of Technology. Moreover, the Psychological Capital (PsyCap) was measured using PsyCap Questionnaire (PCQ). The data obtained by quantitative analysis through questionnaire and qualitative analysis trough interview. Then the data were statistically analyzed using computer software called chi square test and logistic regression.

Result: The logistic regression test showed that job resource has a p value of 0.04 ($p < 0.05$), psychological capital has a p value of 0.04 ($p < 0.05$). and duration of work has a p value of 0.03 ($p < 0.05$) against the work engagement. While the interview results showed that the nurses need motivation, supervisor support as well as reward and recognition towards their jobs.

Conclusion: psychological capital, job resources and duration of work are significantly associated with work engagement among nursing RSUD Penembahan Senopati Bantul.

Key words: work engagement, psychological capital, job resources, disengagement.

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WORK ENGAGEMENT PERAWAT RSUD PENEMBAHAN SENOPATI BANTUL

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ABSTRAK

Latar Belakang: Perawat merupakan ujung tombak pelayanan yang berada di rumah sakit dan bekerja 24 jam non stop yang dibagi berdasarkan shif kerja. Perawat juga langsung bersentuhan dengan pasien yang merupakan konsumen dari rumah sakit. Selain itu, turunnya *Bed Occupancy Rate* (BOR) lebih dari 5 % dari tahun sebelumnya, dan kurang nya indeks kepuasan pelanggan dilihat dari Kepmenkes 2008 no 129 yang masih di bawa 90% disetiap ruangan.

Tujuan: Penelitian ini bertujuan untuk mendapatkan gambaran *work Engagement* perawat di Rumah Sakit Umum Daerah Bantul Penembahan Senopati.

Metode penelitian: Jenis penelitian ini merupakan penelitian analitik dengan rancangan penelitian *cross sectional*, sedangkan metode yang digunakan yaitu *mixed methode/* metode campuran, menggunakan strategi *eksplanatoris sekuensial* Subyek penelitian adalah perawat rawat inap dengan masa kerja minimal 5 tahun masa kerja dan telah diangkat PNS atau karyawan tetap (non PNS) berjumlah 146 orang perawat (total Populasi). Mengukur work engagemen menggunakan skala dari *Utrecht Work Engagement Scale* (UWES), *job resources* menggunakan Skala Job Diagnostick Survey (JDS) & Greenhaus serta *Department Of Industrial Engineering and Management*, sedangkan *Psychological capital* (PsyCap) diukur menggunakan PsyCap Questionnaire (PCQ). Data yang diperoleh dengan menganalisa kuantitatif dengan menyebarkan kuesioner dan kualitatif dengan wawancara data dianalisis menggunakan software komputer dengan uji *chi square* dan regresi logistik.

Hasil: Hasil uji resgresi logistik diketahui bahwa *job resource*, *psychological capital* dan lama bekerja mempunyai pengaruh terhadap *work engagement*. *Job resource* mempunyai *p value* 0,04 ($p < 0,05$) dan *psychological capital* *p value* 0,04 ($p < 0,05$) dan lama bekerja mempunyai *p value* 0,03 ($p < 0,05$) terhadap *work engagement*. Sedangkan dari hasil wawancara perawat membutuhkan motivasi, dukungan *suporvisor* serta *reward* dan rekonitif terhadap pekerjaan

Kesimpulan: *psychological capital*, *job resources* dan lama bekerja memiliki hubungan dengan *engagement* secara statistik bermakna dan di perkuat dengan hasil wawancara mendalam.

Kata kunci: *work engagement*, *psychological capital*, *job resources*, *disengagement*.

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