

INTISARI

Latar Belakang: Pelayanan keperawatan adalah suatu pelayanan profesional yang merupakan bagian integral dari sistem pelayanan kesehatan. Program Pemberantasan Penyakit Infeksi Saluran Pernafasan Akut (Program P2 ISPA) adalah bagian dari pembangunan kesehatan dan merupakan bagian dari usaha untuk pencegahan dan pemberantasan penyakit menular. Di Kotamadya Padang tahun 2000-2001, Infeksi Saluran Pernafasan Akut (ISPA) merupakan satu dari sepuluh penyakit yang paling mewabah pada bayi dan balita, yaitu 37,8% (Depkes RI, 2001) , dan lebih lanjut pada 2002-2003, ISPA menempati urutan pertama (60%) dari sepuluh penyakit yang paling prevalen. Berdasarkan atas analisis pendahuluan dari penulis, ketidaktepatan kualitas layanan ISPA terhadap standar layanan mungkin disebabkan oleh dukungan manajemen (ketersediaan standar layanan, ketersediaan diskripsi kerja, training, *reward* dan supervisi) yang tidak memadai. Sehubungan dengan kondisi tersebut, penulis ingin meneliti peran fungsi manajemen dalam mutu layanan keperawatan tatalaksana ISPA balita di puskesmas kota Padang tahun 2005.

Tujuan: Untuk mempelajari peran fungsi manajemen dalam mutu layanan keperawatan tatalaksana ISPA balita di puskesmas kota Padang.

Metode penelitian: Jenis penelitian observasional, dengan rancangan *cross sectional* dan pendekatan yang digunakan kuantitatif dan kualitatif. Subjek Penelitian adalah: petugas pelaksana ISPA (perawat atau bidan) di Puskemas Kota Padang. Teknik pengambilan sampel yang digunakan adalah area *probability random sampling*, besar sampel 47 orang.

Hasil penelitian: ada hubungan yang bermakna antara pelatihan, supervisi dengan mutu layanan ISPA ($p < 0,05$) sedangkan penghargaan, ketersediaan standar layanan ISPA dan ketersediaan uraian tugas tidak berhubungan dengan mutu layanan ISPA ($p > 0,05$).

Kesimpulan: Mutu layanan keperawatan ISPA di Padang pelaksanaannya sebagian sesuai dengan kriteria standar layanan yang telah ditetapkan.

Kata kunci: Pnemonia, tatalaksana ISPA, mutu layanan, fungsi manajemen.

ABSTRACT

Background: Nursing service is one professional service which form of integral part from health service system. Eradication program of Acute Respiratory Infection disease (*Program P2 ISPA*) is part of health development and form of effort that support to increasing human resource quality as well as form of part of effort to preventing and eradicating communicable disease. In Padang Municipality in 2000-2001, acute respiratory infection form of first from ten disease most prevalence in infant and under five children, that is 37.8% (Indonesian Republic Health Department, 2001), and further in 2002-2003, Acute Respiratory Infection locate on first order (60%) from ten most prevalence disease. Based on author's preliminary analysis, the inappropriateness of Acute Respiratory Infection service quality to the service standard probably caused by the support of management (the availability of service standard, the availability of job description, training, reward and supervision) that inadequate. Correlated to these condition, the author want to study on the role of management function in the quality of nursing care service of acute respiratory infection management in community health center of Padang Municipality in 2005.

Objectives: To explore the role function of management in the quality of nursing care service in Acute Respiratory Infection management in Community Health Center in Padang Municipality, in 2005.

Methods: The research was observational research, with *cross sectional* design and using qualitative and quantitative approach. The subject of research was: the ARI executor staff (nurse or midwife) in Community Health Center, Padang Municipality. The sampling technique that was used is *probability random sampling* area, and the sample amount was 47.

Results: There are significant correlation between training, supervision, and the quality of Acute Respiratory Infection service ($p < 0.05$), while, reward, the availability of ARI service standard and the availability of job description have no correlation with the quality of ARI service ($p > 0.05$).

Conclusions: The quality of Acute Respiratory Infection nursing service have a half execution according to standard criteria service that had been specified.

Keywords: Pneumonia, Acute Respiratory Infection management, the quality of service, management function