

ABSTRAK

Penyedia layanan kesehatan dituntut untuk terus meningkatkan kualitas pelayanan kesehatan seiring dengan meningkatnya kesadaran masyarakat akan pentingnya kesehatan. Rumah sakit menjadi salah satu fasilitas pelayanan kesehatan yang memberikan pelayanan kesehatan secara promotif, preventif, kuratif, dan rehabilitatif. Salah satu rumah sakit tersebut adalah Rumah Sakit Muhammadiyah Bandung. Penelitian ini dilatarbelakangi dengan adanya data yang menunjukkan terjadinya penurunan kinerja pada tenaga keperawatan di Rumah Sakit Muhammadiyah Bandung akibat kurangnya dukungan sosial dan tingginya kejenuhan kerja. Penelitian ini bertujuan untuk mengetahui kondisi dukungan sosial, kejenuhan kerja, dan kinerja tenaga keperawatan di Rumah Sakit Muhammadiyah Bandung. Penelitian ini juga bertujuan untuk mengetahui seberapa besar pengaruh dukungan sosial dan kejenuhan kerja terhadap kinerja tenaga keperawatan di Rumah Sakit Muhammadiyah Bandung secara simultan dan parsial. Metode yang digunakan dalam penelitian ini adalah deskriptif dan verifikatif meliputi *method of successive interval* (MSI), analisis regresi linear berganda, analisis korelasi berganda, analisis koefisien determinasi, uji hipotesis simultan (uji F) dan uji hipotesis parsial (uji t). Data pada penelitian diperoleh melalui observasi, wawancara, dan penyebaran kuesioner pada 70 responden. Hasil penelitian menunjukkan bahwa terdapat pengaruh yang signifikan antara dukungan sosial dan kejenuhan kerja terhadap kinerja tenaga keperawatan, baik secara simultan maupun parsial. Hasil penelitian juga menunjukkan bahwa dukungan sosial dan kejenuhan kerja secara simultan memberikan pengaruh sebesar 57,7% terhadap kinerja tenaga keperawatan. Dukungan sosial secara parsial memberikan pengaruh sebesar 45,6% terhadap kinerja tenaga keperawatan, sedangkan kejenuhan kerja secara parsial memberikan pengaruh sebesar 12,1% terhadap kinerja tenaga keperawatan di Rumah Sakit Muhammadiyah Bandung.

Kata kunci: Dukungan Sosial, Kejenuhan Kerja, Kinerja Tenaga Keperawatan

ABSTRACT

Health service providers are required to continuously improve the quality of health services along with increasing public awareness to the importance of health. Hospitals are one of the health care facilities that provide promotive, preventive, curative, and rehabilitative health services. One of these hospitals is the Muhammadiyah Bandung Hospital. This study was motivated by data that showed a decrease in performance of nursing staff at the Muhammadiyah Bandung Hospital due to lack of social support and high job burnout. This study aims to determine the condition of social support, job burnout, and the performance of nursing staff at Muhammadiyah Bandung Hospital. This study also aims to determine how much influence social support and job burnout have on the performance of nursing staff at Muhammadiyah Bandung Hospital simultaneously and partially. The methods used in this study are descriptive and verificative including method of successive interval (MSI), multiple linear regression analysis, multiple correlation analysis, coefficient of determination analysis, simultaneous hypothesis testing (F test) and partial hypothesis testing (t test). Data in the study were obtained through observations, interviews, and distributing questionnaires to 70 respondents. The results showed that there was a significant influence between social support and job burnout on the performance of nursing staff, both simultaneously and partially. The results also showed that social support and job burnout simultaneously had an influence of 57.7% on the performance of nursing staff. Social support partially influenced 45.6% of the performance of nursing staff, while job burnout partially influenced 12.1% of the performance of nursing staff at Muhammadiyah Bandung Hospital.

Keywords: Social Support, Job Burnout, Nursing Staff Performance