

**PROGRAM STUDI MAGISTER ILMU KEPERAWATAN
KEKHUSUSAN KEPEMIMPINAN DAN MANAJEMEN KEPERAWATAN
FAKULTAS KEPERAWATAN UNIVERSITAS ANDALAS**

**Tesis, Maret 2014
AFRIDON**

Hubungan Pelaksanaan Komunikasi Efektif dan Pendelegasian oleh Kepala Ruangan Dengan Kinerja Perawat Pelaksana di RSUD Solok

xiv + 158 Halaman + 2 Skema + 32 Tabel + 9 Lampiran

Abstrak

Kinerja adalah hasil kuantitas dan kualitas karya yang dicapai oleh seorang pegawai dalam melaksanakan tugasnya sesuai dengan tanggung jawab yang diberikan kepadanya. Tujuan penelitian ini untuk mengetahui hubungan pelaksanaan komunikasi efektif dan pendelegasian oleh kepala ruangan dengan kinerja perawat pelaksana di RSUD Solok. Desain penelitian deskriptif korelasi dengan rancangan *cross sectional*. Data tentang variabel penelitian dikumpulkan dengan menggunakan kuesioner dengan teknik angket. Jumlah sampel 133 perawat pelaksana dengan teknik total sampling. Analisis data menggunakan *Chi-square* dan regresi logistik. Hasil penelitian didapatkan hubungan komunikasi efektif : kejelasan, ketepatan, dan kontek dengan kinerja perawat pelaksana ($p\ value < 0,05$), sedangkan untuk alur komunikasi tidak berhubungan dengan kinerja perawat pelaksana ($p\ value > 0,05$). Kemudian terdapat hubungan pendelegasian : kemampuan dengan kinerja perawat pelaksana ($p\ value < 0,05$), sedangkan untuk tanggung jawab dan wewenang tidak terdapat hubungan dengan kinerja perawat pelaksana ($p\ value > 0,05$). Dengan kesimpulan didapatkan komunikasi efektif : kejelasan sebagai variabel yang dominan ($OR = 43,165$) berhubungan dengan kinerja perawat pelaksana setelah dikontrol dengan variabel ketepatan dan konteks. Hasil penelitian ini merekomendasikan kepada pihak rumah sakit khususnya bidang keperawatan untuk membuat standar operasional prosedur tentang komunikasi efektif dan pendelegasian, kebijakan penggunaan instrumen penilaian kinerja perawat pelaksana sesuai standar depkes 2005 dan melakukan supervisi secara berkesinambungan baik langsung maupun tidak langsung terkait pelaksanaan uraian tugas sesuai standar depkes 2005.

Kata kunci : Komunikasi efektif, pendelegasian, kinerja, perawat pelaksana
Daftar pustaka : 60 (1994-2012)

**STUDY PROGRAM OF NURSING SCIENCE MAGISTER
SPECIFICITY OF NURSING LEADERSHIP AND MANAGEMENT
NURSING FACULTY OF ANDALAS UNIVERSITY**

**Thesis, March 2014
AFRIDON**

Relationship between Implementation of Effective Communication and delegation of duties by the the Head of the Ward and Nurse's Performance at the Solok District General Hospital

xiv + 158 Pages + 2 Scheme + 32 Table+ 9 Appendix Table

Abstract

Performance is the result of both the quality and quantity of work achieved by an employee in carrying out their duties based on the responsibilities assigned to him. This study aimed to determine the relationship between implementation of effective communication and delegation of duties by the head of the ward and the nurse's performance at the Solok District General hospital. Correlation descriptive study design with the cross sectional approach was conducted. Data were collected by using questionnaires distributed to respondents and they gave an immediate response. This study involved 133 nurses with a total sampling technique. Data were analyzed by using Chi-Square Test and logistic regression. The results of this study showed the effective communication; clarity; accuracy; and context and the nurses's performance were related (p value < 0.05), whereas the communication flow is not related to the nurses's performance (p value > 0.05). And then there were the relationship between delegation; the capabilities and the nurse's performance (p value < 0.05), while the responsibility and authority were not related to the nurse's performance (p value > 0.05). Conclusions obtained with effective communication; clarity as the dominant variable ($OR = 43.165$) relating to the nurse's performance after controlled by precision and context variables. Based on the results of study recommended to the hospital especially to nursing field for making standard operating procedures on effective communication and delegation, policy on using appraisal instruments of nurses performance based on ministry of health in 2005 and continuously supervise directly or indirectly concerning with implementation of appropriate job description based on ministry of health standards , 2005.

*Keywords: effective communication, delegation, performance, nurses
Bibliography: 60 (1994-2012)*