HUBUNGAN BEBAN KERJA DENGAN PERILAKU *EMPHATY* PERAWAT DI RUANG RAWAT INAP RSUD dr. GONDO SUWARNO UNGARAN

ABSTRAK

Latar Belakang: Beban kerja yang melebihi kemampuan perawat akan menyebabkan rendahnya perilaku *emphaty*. Jika perilaku *emphaty* rendah akan berdampak pada kepuasan pasien. Tujuan dari penelitian ini adalah untuk menganalisis hubungan beban kerja dengan perilaku *emphaty* perawat.

Metode: Desain dalam penelitian ini menggunakan desain deskriptif korelatif dengan pendekatan *cross sectional*. Populasi sebanyak 83 perawat dan sampel penelitian ini berjumlah 45 perawat di Ruang RSUD dr. Gondo Suwarno Ungaran. Teknik dalam pengambilam sampling pada penelitian ini menggunakan teknik *non probability sampling* jenis *purposive sampling*. Analisa data menggunakan uji *Chi Square* dengan nilai *Alpha* (0,05).

Hasil: Sebagian besar perawat memiliki beban kerja ringan dengan jumlah 24 responden (53,3 %) dan perilaku *emphaty* perawat sebagian besar kategori tinggi dengan jumlah 26 responden (57,8%). Berdasarkan uji *chi-square* didapatkan $p\ value = 0,000 < 0,05$. Dari hasil penelitian didapatkan hubungan yang signifikan antara hubungan beban kerja perawat dengan perilaku *emphaty* perawat di ruang rawat inap RSUD dr. Gondo Suwarno Ungaran.

Simpulan: Terdapat hubungan beban kerja perawat dengan perilaku *emphaty* perawat di ruang rawat inap RSUD dr. Gondo Suwarno Ungaran.

Kata kunci: beban kerja, perilaku *emphaty*, perawat, rumah sakit

THE RELATIONSHIP BETWEEN WORKLOAD AND NURSE'S EMPHATY BEHAVIOR IN THE INPATIENT ROOM dr. GONDO SUWARNO UNGARAN

ABSTRACT

Background: Workload that exceeds the ability of nurses will cause low empathy behavior. If low empathy behavior will have an impact on patient satisfaction. The purpose of this study was to analyze the relationship between workload and nurse empathy behavior.

Method: The design in this study uses a correlative descriptive design with a cross sectional approach. The population is 83 nurses and the sample for this research is 45 nurses in the Room at RSUD dr. Gondo Suwarno Ungaran. The sampling technique in this study used a non-probability sampling technique with purposive sampling. Data analysis used the Chi Square test with an Alpha value (0.05).

Results: Most nurses have a light workload with a total of 24 respondents (53.3%) and the behavior of empathetic nurses is mostly in the high category with a total of 26 respondents (57.8%). Based on the chi-square test obtained p value = 0.000 <0.05. From the results of the study, it was found that there was a significant relationship between the workload of nurses and the emphatic behavior of nurses in the inpatient room of dr. Gondo Suwarno Ungaran.

Conclusion: There is a relationship between the workload of nurses and the emphaty behavior of nurses in the inpatient room of dr. Gondo Suwarno Ungaran.

Keywords: workload, empathy behavior, nurses, hospitals