TESIS

PENGARUH SUPERVISI KEPERAWATAN BERBASIS PROCTOR'S MODEL TERHADAP PENINGKATAN *QUALITY OF NURSING WORK LIFE* PERAWAT PASCA ROTASI RUANGAN DI RSUD DR. SOETOMO SURABAYA

ANIK ACHMANI
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PROGRAM STUDI MAGISTER KEPERAWATAN

FAKULTAS ILMU KESEHATAN

UNIVERSITAS BINA SEHAT PPNI

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TESIS

Untuk Memperoleh Gelar Magister Keperawatan (M.Kep) dalam Program Studi Magister Keperawatan. Fakultas Ilmu Kesehatan Universitas Bina Sehat PPNI

Oleh:

ANIK ACHMANI
202106013

PROGRAM STUDI MAGISTER KEPERAWATAN
FAKULTAS ILMU KESEHATAN
UNIVERSITAS BINA SEHAT PPNI
2024

HALAMAN PERNYATAAN ORISINALITAS

Tesis ini adalah hasil karya saya sendiri, dan semua sumber baik yang dikutip maupun dirujuk telah saya nyatakan dengan benar.

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TERHADAP PENINGKATAN *QUALITY OF NURSING WORK LIFE* PERAWAT PASCA
ROTASI RUANGAN
DI RSUD DR. SOETOMO SURABAYA

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KATA PENGANTAR

Puji syukur saya panjatkan kehadirat Allah SWT, karena atas rahmat, nikmat, hidayah serta inayah-Nya saya dapat menyelesaikan Tesis dengan judul "Pengaruh supervisi keperawatan berbasis proctor's model terhadap peningkatan *quality of nursing work life* perawat pasca rotasi ruangan di RSUD dr. Soetomo Surabaya" ini tepat pada waktunya. Tesis ini disusun sebagai salah satu persyaratan untuk memperoleh gelar Magister Keperawatan (M.Kep) pada Program Studi Magister Keperawatan Universitas Bina Sehat PPNI Surabaya. Penulisan Tesis ini tidak terlepas dari bantuan berbagai pihak. Pada kesempatan ini penulis ingin menyampaikan terima kasih dan penghargaan kepada:

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Surabaya, 23 September 2024

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RINGKASAN

PENGARUH SUPERVISI KEPERAWATAN BERBASIS PROCTOR'S MODEL TERHADAP PENINGKATAN *QUALITY OF NURSING WORK LIFE* PERAWAT PASCA ROTASI RUANGAN DI RSUD DR. SOETOMO SURABAYA

Oleh: Anik Achmani

Rotasi ruangan merupakan sebuah proses penggantian perawat terjadwal dari satu departemen ke departemen lain secara dinamis. Rotasi pekerjaan dapat menimbulkan dampak negatif bagi perawat antara lain perasaan cemas, marah, takut, frustrasi, sedih, dan perawat harus mulai beradaptasi dengan lingkungan baru dimana hal ini dapat menurunkan kepuasan perawat sehingga dapat menurunkan kualitas kerja perawat dalam melakukan asuhan keperawatan. Oleh karena itu berbagai faktor harus diperhitungkan sebelum melakukan rotasi ruangan kepada perawat untuk menghindari ketidakpuasan mereka yang berdampak pada kualitas kerja perawat. Salah satu metode yang dapat diterapkan untuk meningkatkan *Quality of nursing work life* pada perawat yang telah dilakukan rotasi ruangan adalah supervisi keperawatan. Supervisi keperawatan adalah kegiatan pengawasan dan pembinaan yang dilakukan secara berkesinambungan oleh supervisor mencakup masalah pelayanan keperawatan, masalah ketenagaan dan peralatan agar pasien mendapat pelayanan yang bermutu setiap saat.

Tinjauan pustaka yang digunakan dalam penelitian ini adalah konsep konsep supervisi, konsep rotasi ruangan, Konsep Quality of Nursing Work Life , dan *theoritical mapping*. *Theoritical mapping* berisi hasil pencarian keaslian penelitian dengan total 14 artikel sesuai dengan *keyword* dan kriteria PICOS yang telah ditetapkan oleh peneliti. Tinjauan teori yang sudah didapatkan digunakan sebagai penguat dalam penyusunan penelitian pengaruh supervisi keperawatan berbasis proctor's model terhadap peningkatan *quality of nursing work life* perawat pasca rotasi ruangan di RSUD dr. Soetomo Surabaya.

Kerangka konseptual berisi bagan teori yang digunakan sebagai dasar pemikiran penelitian. Model supervisi berbasis proctor menguraikan peran fungsi *Formative/Educative*, *Restorative/Supportive*, dan *Normative/Managerial* dalam melakukan supervisi klinis. Model supervisi proctor ini memiliki kelebihan yaitu berfokus pada membuat supervisi klinis tersedia untuk semua perawat, mendukung praktik terbaik perawat, memenuhi kebutuhan perawat, mendorong pembelajaran profesional berkelanjutan dan pengembangan praktik serta mendukung perawatan pasien berkualitas tinggi.

Desain penelitian ini adalah penelitian pra-eksperimental metode *one-group pre-posttest design* yang menganalisis pengaruh supervisi keperawatan berbasis proctor's model terhadap peningkatan *quality of nursing work life* perawat pasca rotasi ruangan di RSUD dr. Soetomo Surabaya. Populasi penelitian ini adalah 30 perawat yang dilakukan rotasi pada tahun 2024 dengan menggunakan teknik *total sampling*. Data penelitian dikumpulkan melalui kuesioner *Quality of nursing work life* diukur dengan menggunakan kuesioner dari Brooks & Anderson (2005). Kuesioner ini terdiri dari 41 pertanyaan dengan 4 dimensi yang disertakan meliputi: *work life home life, work design, work context* serta *work world*. Data dianalisis dengan menggunakan uji statistik *Wilcoxon signed rank test* untuk mengetahui

manfaat pengaruh supervisi keperawatan berbasis proctor's model terhadap peningkatan *quality of nursing work life* perawat pasca rotasi ruangan di RSUD dr. Soetomo Surabaya dengan ditetapkan nilai α = 0,05 dan diperoleh nilai p < 0,05.

Hasil analisis uji statistik dengan wilcoxon pada variabel *Quality of Nursing Work Life* (*Work life home life*, *Work design*, *Work context*, dan *Work world* menghasilkan nilai signifikansi < alpha (5% atau 0,05). Oleh karena itu, dapat dinyatakan bahwa terdapat pengaruh yang signifikan supervisi keperawatan berbasis proctor's model terhadap peningkatan *quality of nursing work life* perawat pasca rotasi ruangan di RSUD dr. Soetomo Surabaya. Supervisi model proctor merupakan supervisi klinik yang efektif karena mengandung tiga fungsi yaitu fungsi normatif dalam upaya pengembangan profesionalitas; fungsi formatif dalam upaya pengembangan keterampilan dan pengetahuan; dan fungsi restoratif dalam upaya memberikan dukungan kepada perawat (Suryaningsih, 2017). Supervisi model proctor memberikan dukungan bagi perawat, sehingga dapat mengurangi stress yang dialami oleh perawat, meningkatkan kepuasan kerja, serta mengembangkan praktik profesional. Selain itu, Supervisi model proctor dapat meningkatkan kinerja dan loyalitas perawat dalam memberikan asuhan keperawatan yang prima (Rezky et al., 2023). Hasil penelitian dari Regista Trigantara et al., (2019), terhadap 68 perawat yang dilakukan supervisi dengan menggunakan proctor's model didapatkan hasil bahwa fungsi normatif berfokus pada pemantauan dan evaluasi, fungsi formatif berfokus pada pengembangan pengetahuan dan keterampilan, dan fungsi restoratif berfokus pada dorongan dan motivasi, sehingga supervisi klinis model proctor dapat diterapkan sebagai salah satu solusi untuk meningkatkan kemampuan perawat dalam melakukan asuhan keperawatan.

Kelebihan metode supervisi keperawatan berbasis model proctor adalah supervisi yang dilakukan lebih efektif diterapkan pada perawat pasca menjalani rotasi ruangan dibandingkan dengan supervisi yang selama ini diterapkan di RSUD dr.Soetomo Surabaya yaitu 3F (*Fair, Feedback and Follow Up*). Model supervisi berbasis proctor menguraikan peran fungsi *Formative/Educative*, *Restorative/Supportive*, dan *Normative/Managerial* dalam melakukan supervisi klinis. Model supervisi proctor ini memiliki kelebihan yaitu berfokus pada membuat supervisi klinis tersedia untuk semua perawat, mendukung praktik terbaik perawat, memenuhi kebutuhan perawat, mendorong pembelajaran profesional berkelanjutan dan pengembangan praktik serta mendukung perawatan pasien berkualitas tinggi. Kepala ruang hendaknya melakukan supervisi kepada para perawat secara rutin dan terjadwal sehingga dapat mengetahui berbagai masalah yang dialami oleh perawat terutama mengenai QNWL perawat sehingga dapat meningkakan kinerja perawat yang pada akhirnya dapat meningkatkan mutu dari asuhan keperawatan. Metode supervisi yang dapat diterapkan pada perawat yang dilakukan rotasi adalah metode supervisi proctor's karena telah terbukti dapat meningkatkan QNWL perawat

SUMMARY

THE EFFECT OF PROCTOR'S MODEL-BASED NURSING SUPERVISION ON IMPROVING THE QUALITY OF NURSING WORK LIFE OF NURSES POST ROOM ROTATION AT DR. SOETOMO HOSPITAL SURABAYA

Oleh: Anik Achmani

Room rotation is a process of dynamically replacing scheduled nurses from one department to another. Job rotation can have negative impacts on nurses, including feelings of anxiety, anger, fear, frustration, sadness, and nurses must begin to adapt to a new environment where this can reduce nurse satisfaction so that it can reduce the quality of nurses' work in providing nursing care. Therefore, various factors must be taken into account before rotating rooms to nurses to avoid their dissatisfaction which has an impact on the quality of nurses' work. One method that can be applied to improve the Quality of Nursing Work Life in nurses who have undergone room rotation is nursing supervision. Nursing supervision is a continuous supervision and coaching activity carried out by supervisors covering nursing service issues, staffing issues and equipment so that patients receive quality service at all times.

The literature review used in this study is the concept of supervision concepts, room rotation concepts, Quality of Nursing Work Life Concepts, and theoretical mapping. Theoretical mapping contains the results of the search for the authenticity of research with a total of 14 articles according to the keywords and PICOS criteria that have been set by the researcher. The theoretical review that has been obtained is used as a reinforcement in compiling research on the effect of nursing supervision based on the proctor's model on improving the quality of nursing work life of nurses after room rotation at RSUD dr. Soetomo Surabaya.

The conceptual framework contains a theoretical diagram used as the basis for the research. The proctor-based supervision model outlines the roles of Formative/Educative, Restorative/Supportive, and Normative/Managerial functions in conducting clinical supervision. This proctor supervision model has advantages, namely focusing on making clinical supervision available to all nurses, supporting nurses' best practices, meeting nurses' needs, encouraging ongoing professional learning and practice development, and supporting high-quality patient care.

This research design is a pre-experimental study using the one-group pre-posttest design method that analyzes the effect of proctor's model-based nursing supervision on improving the quality of nursing work life of nurses after room rotation at RSUD dr. Soetomo Surabaya. The population of this study was 30 nurses who were rotated in 2024 using the total sampling technique. Research data were collected through a questionnaire. Quality of nursing work life was measured using a questionnaire from Brooks & Anderson (2005). This questionnaire consists of 41 questions with 4 dimensions included: work life home life, work design, work context and work world. Data were analyzed using the Wilcoxon signed rank test

to determine the benefits of the effect of proctor's model-based nursing supervision on improving the quality of nursing work life of nurses after room rotation at RSUD dr. Soetomo Surabaya with a value of $\alpha = 0.05$ and a p value <0.05 was obtained.

The results of the statistical test analysis with Wilcoxon on the variables of Quality of Nursing Work Life (Work life home life, Work design, Work context, and Work world produced a significance value <alpha (5% or 0.05). Therefore, it can be stated that there is a significant influence of proctor's model-based nursing supervision on improving the quality of nursing work life of nurses after room rotation at Dr. Soetomo Hospital, Surabaya. Proctor model supervision is an effective clinical supervision because it contains three functions, namely normative function in efforts to develop professionalism; formative function in efforts to develop skills and knowledge; and restorative function in efforts to provide support to nurses (Suryaningsih, 2017). Proctor model supervision provides support for nurses, so that it can reduce stress experienced by nurses, increase job satisfaction, and develop professional practices. In addition, proctor model supervision can improve nurse performance and loyalty in providing excellent nursing care (Rezky et al., 2023). The results of research by Regista Trigantara et al., (2019), on 68 nurses who were supervisid using the proctor's model, showed that the normative function focuses on monitoring and evaluation, the formative function focuses on developing knowledge and skills, and the restorative function focuses on encouragement and motivation, so that clinical supervision using the proctor model can be applied as one solution to improve the ability of nurses to provide nursing care.

The advantages of the proctor-based nursing supervision method are that the supervision carried out is more effectively applied to nurses after undergoing room rotation compared to the supervision that has been applied at RSUD dr. Soetomo Surabaya, namely 3F (Fair, Feedback and Follow Up). The proctor-based supervision model describes the role of the Formative/Educative, Restorative/Supportive, and Normative/Managerial functions in conducting clinical supervision. This proctor supervision model has the advantage of focusing on making clinical supervision available to all nurses, supporting best practice for nurses, meeting the needs of nurses, encouraging continuous professional learning and practice development, and supporting high-quality patient care. The head of the room should supervisi the nurses routinely and on schedule so that they can find out various problems experienced by nurses, especially regarding the nurse's QNWL so that they can improve the performance of nurses which can ultimately improve the quality of nursing care. The supervision method that can be applied to nurses who are rotated is the proctor's supervision method because it has been proven to increase the nurse's QNWL

ABSTRAK

PENGARUH SUPERVISI KEPERAWATAN BERBASIS PROCTOR'S MODEL TERHADAP PENINGKATAN *QUALITY OF NURSING WORK LIFE* PERAWAT PASCA ROTASI RUANGAN DI RSUD DR. SOETOMO SURABAYA

Oleh: Anik Achmani

Pendahuluan: Rotasi ruangan merupakan sebuah proses penggantian perawat terjadwal dari satu departemen ke departemen lain secara dinamis. Rotasi pekerjaan dapat menimbulkan dampak negatif bagi perawat antara lain perasaan cemas, marah, takut, frustrasi, sedih, dan perawat harus mulai beradaptasi dengan lingkungan baru dimana hal ini dapat menurunkan kepuasan perawat sehingga dapat menurunkan kualitas kerja perawat dalam melakukan asuhan keperawatan. Tujuan dari penelitian ini adalah menganalisis pengaruh supervisi keperawatan berbasis proctor's model terhadap peningkatan *quality of nursing work life* perawat pasca rotasi ruangan di RSUD dr. Soetomo Surabaya. **Metode:** Desain penelitian ini adalah penelitian pra-eksperimental metode *one-group pre-posttest design*. Sampel dalam penelitian ini adalah 30 perawat yang dilakukan rotasi ruangan dengan menggunakan teknik *total sampling*. Data penelitian dikumpulkan melalui kuesioner QNWL. Data dianalisis dengan menggunakan uji statistik *Wilcoxon signed rank test*. **Hasil:** Hasil penelitian didapatkan bahwa hasil analisis uji statistik dengan wilcoxon pada variabel *Quality of Nursing Work Life* (*Work life home life*, *Work design*, *Work context*, dan *Work world* menghasilkan nilai signifikansi $<$ alpha (5% atau 0,05). **Kesimpulan:** Terdapat pengaruh yang signifikan supervisi keperawatan berbasis proctor's model terhadap peningkatan *quality of nursing work life* perawat pasca rotasi ruangan di RSUD dr. Soetomo Surabaya. Diharapkan kepada kepala ruang untuk melakukan supervisi kepada para perawat secara rutin dan terjadwal sehingga dapat mengetahui berbagai masalah yang dialami oleh perawat terutama mengenai QNWL perawat sehingga dapat meningkakan kinerja perawat yang pada akhirnya dapat meningkatkan mutu dari asuhan keperawatan

Kata Kunci: *Quality of Nursing Work Life,* Rotasi Perawat, Supervisi Klinis.

ABSTRACT

THE EFFECT OF PROCTOR'S MODEL-BASED NURSING SUPERVISION ON IMPROVING THE QUALITY OF NURSING WORK LIFE OF NURSES POST ROOM ROTATION AT DR. SOETOMO HOSPITAL SURABAYA

By: Anik Achmani

Introduction: Room rotation is a process of dynamically replacing scheduled nurses from one department to another. Job rotation can have negative impacts on nurses, including feelings of anxiety, anger, fear, frustration, sadness, and nurses must begin to adapt to a new environment where this can reduce nurse satisfaction so that it can reduce the quality of nurses' work in providing nursing care. The purpose of this study was to analyze the effect of proctor's model-based nursing supervision on improving the quality of nursing work life of nurses after room rotation at Dr. Soetomo Hospital, Surabaya. **Method:** The design of this study was a pre-experimental study using the one-group pre-posttest design method. The sample in this study was 30 nurses who underwent room rotation using the total sampling technique. Research data were collected through the QNWL questionnaire. Data were analyzed using the Wilcoxon signed rank test. **Results:** The results of the study showed that the results of the statistical test analysis with Wilcoxon on the variables of Quality of Nursing Work Life (Work life home life, Work design, Work context, and Work world produced a significance value < alpha (5% or 0.05). **Conclusion:** There is a significant influence of nursing supervision based on the Proctor's model on improving the quality of nursing work life of nurses after room rotation at Dr. Soetomo Hospital, Surabaya. It is expected that the head of the room will supervisi the nurses routinely and on schedule so that they can find out various problems experienced by nurses, especially regarding the QNWL of nurses so that they can improve the performance of nurses which can ultimately improve the quality of nursing care.

Keywords: Quality of Nursing Work Life, Nurse Rotation, Clinical Supervision.

DAFTAR ISI

DAFTAR TABEL

DAFTAR GAMBAR

DAFTAR LAMPIRAN

DAFTAR SINGKATAN DAN LAMBANG

3F: *Fair, Feedback and Follow Up*

CCU: Coronary Care Unit

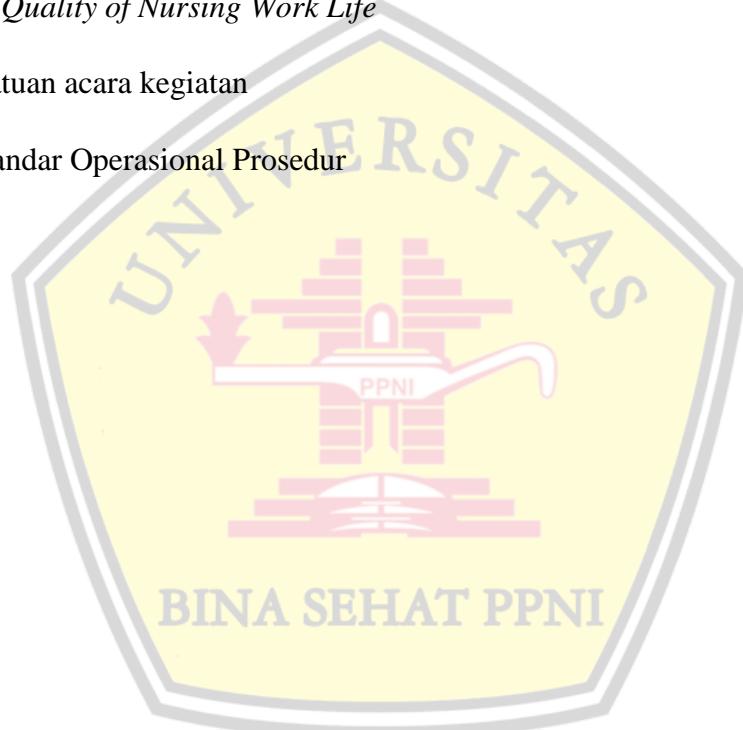ESA-C: Educative, Supportive, and Administrative Cycle

PA: Perawat *Associate*

PP: Perawat Primer

QNWL: *Quality of Nursing Work Life*

SAK: Satuan acara kegiatan

SOP: Standar Operasional Prosedur

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