

PENGARUH BUDAYA ORGANISASI TERHADAP PERILAKU KERJA Studi Pada Perawat di Instalasi Rawat Inap Rumah Sakit Umum Daerah dr. M. Soewandhie Surabaya

LINDI SMITARANI

KKC KK FKM 06/11 Smi p

Dr. Nyoman Anita D., drg., M.S.

ABSTRACT

The culture of organization in a hospital still becomes a problem, moreover, it happens in the middle of competition that is tighter in giving the best service to customers. Hospital staffs are required to give good health services for patients' satisfaction. To do treatment activities to support achieving the purpose of organization in accordance with vision and mission, the members of organization must have work behavior individually and suitably with the culture of organization in a hospital. The purpose of this study was to analyze the impact of the organizational culture to some nurses' work behavior in the hospital of dr. M. Soewandhie Surabaya based on 10 primary characteristics of the organizational culture. This study was an observational analytic research. The interviews were aimed to 43 nurses of inpatient installation of dr. M. Soewandhie Hospital in Surabaya. The samples were obtained by *Systematic Random Sampling*. The examined variables were the organizational culture which was based on 10 primary characteristics of the organizational culture and the work behavior. *Logistic Regression* ($p < 0.05$) was used in this research. The result of this research indicated the existence of a significant organizational culture impact in control characteristics against nurses' work behavior ($p = 0.038 < \alpha 0.05$). Whereas, the organizational culture with the individual initiative characteristics, the tolerance against the risk action, the direction, the integration, the support from management, the organization identity, the reward system, the tolerance against the conflict and the pattern of communication showed the existence of impact but it was not so significant. The conclusion of this research was that the organizational culture in the Hospital of dr. M. Soewandhie in Surabaya could influence significantly the work behavior in control characteristics. The suggestions were there must be strict regulations, immediate supervisions which are used to supervise nurses' work behavior. It is hoped that the management will prevent the work behavior which is contrary from the importances and the directions of its organization. Keywords : Organizational Culture, Work behavior

ABSTRAK

Budaya organisasi di rumah sakit masih merupakan masalah, terlebih ditengah persaingan yang semakin ketat dalam memberikan pelayanan kesehatan yang terbaik kepada konsumen. Karyawan rumah sakit dituntut untuk memberikan pelayanan kesehatan yang prima demi kepuasan pasien. Dalam melakukan aktifitas perawat untuk mendukung tercapainya tujuan organisasi sesuai dengan visi dan misi, anggota organisasi secara individual harus berperilaku kerja yang di sesuaikan dengan budaya organisasi rumah sakit. Penelitian ini bertujuan menganalisis pengaruh budaya organisasi terhadap perilaku kerja perawat rumah sakit dr. M. Soewandhie Surabaya berdasarkan 10 karakteristik utama budaya organisasi. Penelitian ini merupakan penelitian observasional analitik. Wawancara dilaksanakan pada perawat instalasi

rawat inap rumah sakit dr. M. Soewandhie Surabaya yang berjumlah 43 responden. Cara pengambilan sampel menggunakan *Systematic Random Sampling*. Variabel yang diteliti adalah budaya organisasi berdasarkan 10 karakteristik utama budaya organisasi dan perilaku kerja. Pengujian dilakukan dengan uji *Regresi Logistic* ($p < 0,05$). Hasil penelitian menunjukkan ada pengaruh signifikan budaya organisasi pada karakteristik kontrol terhadap perilaku kerja perawat ($p=0,038 < \alpha 0,05$). Sedangkan budaya organisasi dengan karakteristik inisiatif individual, toleransi terhadap tindakan beresiko, arah, integrasi, dukungan dari manajemen, identitas, sistem imbalan, toleransi terhadap konflik, serta pola komunikasi menunjukkan ada pengaruh tetapi tidak signifikan. Kesimpulannya adalah budaya organisasi di rumah sakit dr. M. Soewandhie Surabaya yang berpengaruh signifikan terhadap perilaku kerja pada karakteristik kontrol. Saran dari peneliti yaitu adanya peraturan yang tegas, pengawasan langsung yang di gunakan untuk mengawasi perilaku kerja perawat. Dimana manajemen akan mencegah tindakan perilaku kerja yang berlawanan dengan kepentingan dan arah organisasi. Kata kunci : Budaya Organisasi, Perilaku Kerja

