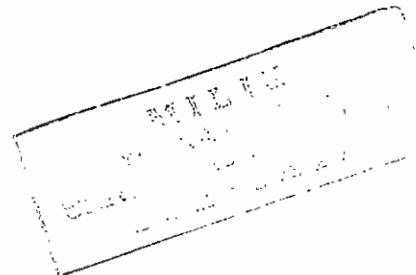


**TESIS**

**PENINGKATAN HUBUNGAN ANTAR MANUSIA MELALUI MODEL  
PELATIHAN PARTISIPATIF BAGI KEPERAWATAN  
IRNA RSUD HAJI SURABAYA**



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**PROGRAM PASCASARJANA  
UNIVERSITAS AIRLANGGA  
SURABAYA  
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Untuk memperoleh Gelar Magister

Dalam Program Studi Ilmu Kesehatan Masyarakat

Pada Program Pascasarjana Universitas Airlangga



PROGRAM PASCA SARJANA  
UNIVERSITAS AIRLANGGA  
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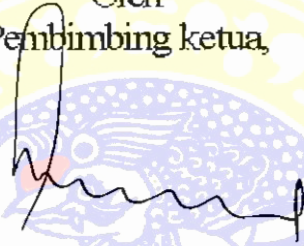
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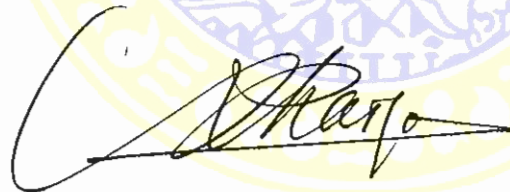
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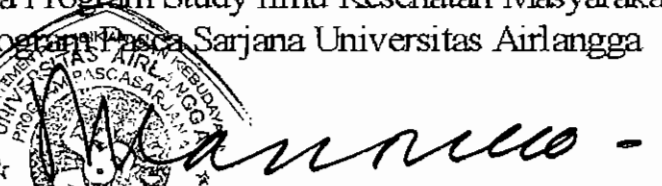
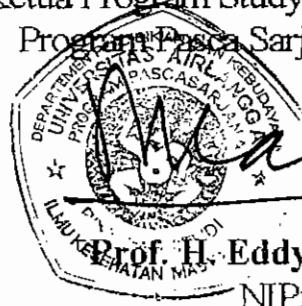
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## ABSTRACT

The general purpose of this study was to observe the increase of relationship among human through participatory training model For Staying Treatment Installation (Irma) in Surabaya Haji Public Hospital.

This study was conducted in Surabaya Haji Regional public Hospital (RSUD) in May and June 2001.

The advantage of this study for nursing activities was to provide the best service for individual and society and to increase knowledge, attitude and skill about human interrelationship that will make satisfactory to the patients at Staying Treatment Installation in Surabaya Haji Public Hospital. This study used *quasi experimental with pretest – post test group design structure*, to observe the affects of participatory training over knowledge, attitude and human relation skill (HAM) for the nursing of IRNA Surabaya Haji Region Public Hospital (RSUD). Samples were being taken as *simple random sampling*.

After being analyzed. The result of this study were as follow : 60 % of respondents were 25 – 30 years old, 70% of respondents were female and 83,3% of respondents were married. Seeing from education level, it has been found that 46,7% of respondents were Nursing Academic graduates with 43,3 % have 3-5 years working experience. According to pretest and post test results, respondents knowledge and human relation attitude (HAM) have been increased. The results of human interrelation skill (HAM) of nurses according to Mawas Diri Survey was 60% excellent. While the results of human interrelation skill (HAM) of nurses according to the chief of room where the nurses work was 53,4% Excellent. According to the result of questionnaires the patients, 93,3% of nurses wear neat uniform, and 86,7% nurses comment on some problem unrelated with diseases was quite excellent. Patients said that the nurses were diligent in doing his routine jobs, they spend less than 5 minutes in doing their job when the patients need their help, and all nurses has been skilled in using nursing equipment and they don't treat the patients differently. Average value of the nurses knowledge and attitude for HAM before and after participatory training has a meaningful increase. From *t*-test result, it was obtained that *p* value was  $p = 0,000$  for  $\alpha = 0,05$ .

It was only knowledge factor that give affection on respondent's HAM skill ( $p = 0,035$ , for  $\alpha = 0,05$ ), the other factor were age, sex, marital status, the length of job period and nurse education does not affect the respondent's HAM skill.

Under some conclusion above, it can be suggested that in every "Swadana" hospital, it had better use participatory training method conducted partially to increase and add patient's satisfaction and serving quality. Hospital management should have though the nurses welfare, for example by appointed the nurses as state's permanent employee or at least increase nursing functional intensive.