

PROGRAM STUDI S1 KEPERAWATAN  
FAKULTAS ILMU KEPERAWATAN  
UNIVERSITAS ISLAM SULTAN AGUNG SEMARANG  
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## ABSTRAK

Inun Arbainun

### HUBUNGAN ANTARA PELAKSANAAN KOMUNIKASI SBAR DENGAN KEPUASAN KERJA PERAWAT DI RUMAH SAKIT ISLAM SULTAN AGUNG SEMARANG

63 hal + 10 tabel + xii

**Latar Belakang :** Komunikasi efektif dalam lingkungan perawatan kesehatan membutuhkan pengetahuan, keterampilan dan empati, salah satunya dengan komunikasi teknik SBAR. Perawat yang memiliki keterampilan berkomunikasi yang baik akan meningkatkan kepuasan pasien maupun kepuasan diri perawat, sehingga dapat memberikan citra positif terhadap tempatnya bekerja. Tujuan penelitian ini adalah untuk mengidentifikasi hubungan antara pelaksanaan komunikasi SBAR dengan kepuasan kerja perawat di RSI Sultan Agung Semarang

**Metode:** Penelitian ini merupakan jenis penelitian kuantitatif dengan metode *observasional* pendekatan *cross sectional*. Pengumpulan data dilakukan dengan kuesioner dan observasi. Jumlah responden sebanyak 84 perawat dengan teknik *propotionate random sampling*. Data yang diolah secara deskriptif dan menggunakan uji *spearman*

**Hasil :** Hasil analisa diperoleh bahwa dari 84 responden penelitian, sebagian besar memiliki karakteristik sebagian besar berumur 26-30 tahun sebanyak 48 responden (57,1%), karakteristik tingkat pendidikan sebagian besar DIII keperawatan sebanyak 63 responden (75,0%), karakteristik masa kerja 1-5 tahun sebanyak 38 responden (45,2%), pelaksanaan komunikasi SBAR kategori baik sebanyak 50 responden (59,5%) kepuasan kerja perawat tinggi pada 51 responden (60,7%) dan penelitian ini menunjukkan hasil tidak ada hubungan antara pelaksanaan komunikasi SBAR dengan kepuasan kerja perawat dengan *correlation coefficient* -0,170

**Simpulan :** Tidak ada hubungan antara pelaksanaan komunikasi SBAR dengan kepuasan kerja perawat (*p value* > 0,05)

**Kata kunci :** Komunikasi SBAR, kepuasan kerja perawat.

**Daftar Pustaka :** 54 (2004–2015)

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## **ABSTRACT**

**Inun Arbainun**

### **THE CORRELATION BETWEEN THE IMPLEMENTATION OF SBAR COMMUNICATION AND THE NURSING JOB SATISFACTION AT SULTAN AGUNG ISLAMIC HOSPITAL SEMARANG**

63 pages + 10 tables + xii

**Background:** The effective communications in healthcare environment requires knowledge, skill and empathy. One of the effective communications in healthcare environment is SBAR communication. The nurse who has good communication skill will improve the satisfaction of the patients and even the satisfaction of the nurse. Hence, good communication skill gives a positive image to the nurse's workplace. The purpose of this study is to identify the correlation between the implementation of SBAR communication and the nursing job satisfaction at Sultan Agung Islamic Hospital Semarang.

**Method:** This was a quantitative research with observational method and cross sectional approach. The data collection used questionnaire and observation. The total of respondents was 84 nurses with proportional random sampling technique. The data was processed in description and used Spearman test.

**Result:** The result of the analysis showed that most of 84 respondents had several characteristics. As many as 48 respondents (57.1%) aged 26-30 years, education level of DIII of nursing as many as 63 respondents (75.0%), 38 respondents (45.2%) had 1-5 years of working period, as many as 50 respondents (59.5%) implemented SBAR communication in good category, and the nursing job satisfaction was high on 51 respondents (60.7%). This research showed that there is no correlation between the implementation of SBAR communication and the nursing job satisfaction with correlation coefficient -0.170.

**Conclusion:** There is no correlation between the implementation of SBAR communication and the nursing job satisfaction ( $p$  value  $> 0.05$ ).

**Keywords:** Nursing job satisfaction, SBAR communication

**Bibliography:** 54 (2004–2015)