ABSTRACT

RANTI U. ENGO, The Factors are Influenced Nursing Service Quality (Literature Study). Supervised by SABIRIN B. SYUKUR as the chairman of supervisor commission and FADLI SYAMSUDDIN as member.

Improving nursing service quality is a major issue in health development. The objective of research was to find out the factors are influenced the nurse service quality. The research was a literature study which is done by searching online through google scholar, Indonesia One Search (IOS), Garuda, DOAJ, PubMed and Researchgate databases, based on the last 5 years. Accessible, full text. With the result of journals are 25.135, then screening them and obtained 163 and then tested for feasibility to produce 11 reviewed journals. The journal is made inclusion, namely the appropriate title, objectives and conclusions and was published in the last five years. The results showed that there was an influence of the leadership style, ability and motivation of nurses on the quality of nursing services. So it can be concluded that the head of the room as a leader who provides guidance or direction to nurses and develops motivation, initiative and skills as well as the work ability and work motivation of good nurses, can improve nurse performance which leads to improving the quality of nursing services.

Keywords: Leadership Style, Skill, Motivation, Nursing Service Quality.

ABSTRAK

RANTI U. ENGO, Faktor-faktor yang Mempengaruhi Mutu Pelayanan Keperawatan (Studi Literatur). Dibimbing oleh SABIRIN B. SYUKUR sebagai Ketua dan FADLI SYAMSUDDIN sebagai Anggota.

Peningkatan mutu pelayanan keperawatan menjadi isu utama dalam pembangunan kesehatan. Penelitian ini bertujuan mengetahui faktor-faktor yang mempengaruhi mutu pelayanan keperawatan. Penelitian merupakan studi literatur yang ditelusuri secara online melalui *database google scholar, Indonesia One Search (IOS)*, Garuda, DOAJ, *PubMed* dan *Researchgate* berdasarkan terbitan 5 tahun terakhir, dapat diakses, *full text*. Dengan hasil jurnal 25.135, kemudian dilakukan screening menghasilkan 163 dan selanjutnya diuji kelayakan menghasilkan 11 jurnal yang direview. Jurnal tersebut dilakukan inklusi yakni judul yang sesuai, tujuan dan kesimpulan serta diterbitkan dalam lima tahun terakhir. Hasil penelitian terdapat pengaruh gaya kepemimpinan, kemampuan dan motivasi perawat terhadap mutu pelayanan keperawatan. Sehingga dapat disimpulkan kepala ruang sebagai pemimpin yang melakukan pembinaan atau pengarahan kepada perawat dan pengembangan motivasi inisiatif dan keterampilan serta adanya kemampuan kerja dan motivasi kerja dari perawat yang baik, dapat meningkatkan kinerja perawat yang bermuara pada peningkatan mutu pelayanan keperawatan

Kata Kunci: Gaya Kepemimpinan, Kemampuan, Motivasi, Mutu Pelayanan Keperawatan.