Muna R.R.Y. 2025. Hubungan Strategi Manajemen Konflik Dengan Kinerja Perawat Di Ruangan Rawat Inap Rumah Sakit Panti Waluyo Malang. Skripsi Fakultas Ilmu Kesehatan Universitas Tribhuwana Tunggadewi Malang, Pembimbing I: Yanti Rosdiana. Pembimbing II: Ika Cahyaningrum.

ABSTRAK

Konflik di lingkungan tenaga keperawatan dalam pemberian pelayanan kesehatan sering terjadi, sehingga diperlukan strategi manajemen konflik dilingkup keperawatan yang dapat menyelesaikan masalah sehingga kinerja perawat tetap terjaga. Penelitian ini bertujuan untuk mengetahui hubungan strategi manajemen konflik dengan kinerja perawat di ruangan rawat inap Rumah Sakit Panti Waluyo Malang. Desain penelitian menggunakan *cross sectional*. Populasi penelitian ini sebanyak 121 perawat pelaksana di ruang rawat inap dengan jumlah sampel sebanyak 74 perawat pelaksana di ruang rawat inap. Sampel diambil dengan teknik *accidental sampling*. Variabel independen adalah strategi manajemen konflik, variabel dependen adalah kinerja perawat. Instrumen yang digunakan berupa lembar kuesioner *the Rahim Organization Conflict Inventory II* (ROCI-II) dan lembar penilaian kinerja perawat dari Kepala Bidang Keperawatan Rumah Sakit Panti Waluyo Sawahan Malang, 2025. Analisis data menggunakan uji *spearman rank.* Hasil penelitian ini menunjukkan bahwa hampir seluruh perawat di Ruangan Rawat Inap Rumah Sakit Panti Waluyo Malang memiliki strategi manajemen konflik yang cukup (90,5%). Hampir seluruh perawat di Ruangan Rawat Inap Rumah Sakit Panti Waluyo Malang memiliki kinerja yang baik (95,9%). Ada hubungan strategi manajemen konflik dengan kinerja perawat di ruangan rawat inap Rumah Sakit Panti Waluyo Malang yang lemah dengan nilai *p-value*: 0,007<0,05 dan nilai r: 0,311 kearah positif, artinya semakin baik strategi manajemen konflik, maka kinerja juga semakin baik. Penelitian selanjutnya dapat memperhatikan dan mempertimbangkan pelaksanaan penelitian dengan menemui langsung responden serta pengukuran langsung variabel.

Kata Kunci : Kinerja Perawat, Strategi Manajemen Konflik.

Muna R.R.Y. 2025. *The Relationship Between Conflict Management Strategies and Nurse Performance in the Inpatient Ward of Panti Waluyo Hospital, Malang. Thesis, Faculty of Health Sciences, Tribhuwana Tunggadewi University, Malang. Supervisor I:* Yanti Rosdiana. *Supervisor II*: Ika Cahyaningrum.

ABSTRACT

Conflicts in the nursing staff environment in providing health services often occur, so that conflict management strategies are needed in the nursing environment that can resolve problems so that nurse performance is maintained. This study aims to determine the relationship between conflict management strategies and nurse performance in the inpatient ward of Panti Waluyo Hospital, Malang. The study design used a cross-sectional. The population of this study was 121 nurses in the inpatient ward with a sample of 74 nurses in the inpatient ward. The sample was taken by accidental sampling technique. The independent variable is conflict management strategies, the dependent variable is nurse performance. The instruments used were the Rahim Organization Conflict Inventory II (ROCI-II) questionnaire and nurse performance assessment sheets from the Head of Nursing at Panti Waluyo Hospital, Sawahan, Malang, 2025. Data analysis used the Spearman rank test. The results of this study indicate that almost all nurses in the Inpatient Ward of Panti Waluyo Hospital, Malang have sufficient conflict management strategies (90.5%). Almost all nurses in the Inpatient Ward of Panti Waluyo Hospital, Malang have good performance (95.9%). There is a weak relationship between conflict management strategies and nurse performance in the inpatient ward of Panti Waluyo Hospital, Malang, with a p-value of 0.007 <0.05 and a positive r-value of 0.311. This means that the better the conflict management strategy, the better the performance. Further research can consider and consider the implementation of research by meeting respondents directly and measuring variables directly.

Keywords: Nurse Performance, Conflict Management Strategy.