

ABSTRAK

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PROMOSI *CIVILITY* DI LINGKUP KEPERAWATAN : KAJIAN LITERATUR

(xv +77 halaman ; 2 Bagan; 6 Tabel; 5 Lampiran)

Civility adalah sikap, perilaku dan tindakan saling menghormati dan menghargai perbedaan. Selama lima tahun terakhir terdapat peningkatan masalah *incivility* di lingkup keperawatan. Masalah ini mencakup tindakan mahasiswa keperawatan yang agresif dan kurang disiplin serta tidak mematuhi peraturan yang telah ditetapkan, jika hal ini tidak ditangani maka akan mengakibatkan dampak yang tidak baik dalam bidang keperawatan. Sehingga diperlukan promosi *civility* untuk mencegah adanya perilaku *incivility*. Promosi mampu membantu peningkatan perilaku *civility* dalam pendidikan keperawatan. Pada promosi *civility* mahasiswa didorong untuk mengenali perilaku *incivility* yang dilakukan oleh diri sendiri maupun orang lain. Selain itu fakultas keperawatan harus memberi teladan dalam komunikasi, manajemen dan resolusi konflik yang efisien untuk pendidik dan mahasiswa keperawatan. *Civility* merupakan hal yang penting serta mempengaruhi kualitas pelayanan keperawatan. Sehingga penting untuk melakukan kajian literatur tentang promosi *civility* di lingkup keperawatan. Tujuan penelitian ini untuk mengidentifikasi promosi *civility* di lingkup keperawatan. Metode penelitian menggunakan metode kajian literatur dengan pendekatan *a simplified approach*. Artikel yang digunakan merupakan artikel-artikel *original empirical research*, dalam pencarian menggunakan database *online*, seperti *Pubmed*, *Google scholar*, *Elsevier*, *EBSCO*. Hasil penelitian promosi *civility* di lingkup pendidikan keperawatan terbagi menjadi dua tema. Tema pertama merupakan strategi peningkatan *civility*, yaitu diskusi aktif, *Problem Based Learning (PBL)*, *Civility Jurnal Club (CJC)*, *Role modeling*, dan refleksi diri. Tema kedua yaitu dampak strategi *civility* yaitu dampak pada kapasitas personal dan interaksi interpersonal. Rekomendasi pada penelitian selanjutnya dapat mengembangkan efektifitas dari strategi promosi *civility* di lingkup keperawatan sebagai suatu cara yang berdampak dalam peningkatan perilaku *civility*.

Kata kunci : *Civility*, *Incivility*, Promosi *civility*, Keperawatan.

Referensi : 39 (2011-2020).



ABSTRACT

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PROMOTING CIVILITY IN THE SCOPE OF NURSING: LITERATURE REVIEW

(xv +77 pages; 2 chart; 6 table; 5 attachment)

Civility is attitude, behavior and actions of mutual respect and respect for differences. There has been an increase in incivility problems in nursing in the last five years. These problem includes the actions of nursing students who are aggressive lacked of discipline and do not comply with the established rules. If these issues are not handled, those behavior will have negative impacts on nursing scope. Therefore, it is important to promote civility to prevent and address incivility in nursing settings. The promotion of civility can help to improve civility behavior of people involved in nursing education. When promoting civility, students are encouraged to recognize incivility that carried out by themselves and others as well as learn how to deal with these behaviors. In addition, nursing instution should set an example in their efficient communication, management and conflict resolution for nursing educators and students. Civility is also important in influencing the quality of nursing services. Thus, it is important to conduct a systematic literature review on the promotion of civility in the nursing scope. The research objectives was to identify the promotion of civility in nursing based on a systematic literature review. The research used a literature review method with a simplified approach. The articles used in this study were original empirical research articles, using online databases, such as Pubmed, Google scholar, Elsevier, EBSCO. The result of this research was the promotion of the civility in nursing education that revealed into two themes. The first theme was strategies to improve civility, including active discussion, Problem Based Learning (PBL), Civility Journal Club (CJC), Role modeling, and self-reflection. The second theme was impact of the civility strategy, including impact on personal capacity and impact on interpersonal interaction. Recommendations for future study is expected to develop the effectiveness of the civility promotion strategy in nursing as a way for improving civility.

Key Word : *Civility, Incivility, Promoting civility, Nursing*

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