

ABSTRAK

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PENGARUH BEBAN KERJA PERAWAT TERHADAP KEPATUHAN DALAM MELAKSANAKAN EDUKASI PASIEN SEBELUM PULANG: EFEK MEDIASI DARI *PERCEIVED ORGANIZATIONAL SUPPORT* DAN *BURNOUT LEVEL*

(xxi + 190 halaman; 26 tabel; 6 gambar; 5 lampiran)

Tingginya beban kerja perawat di rumah sakit dapat memengaruhi kepatuhan dalam melaksanakan edukasi kepada pasien sebelum pulang. Penelitian ini bertujuan untuk menganalisis pengaruh beban kerja terhadap kepatuhan perawat dalam edukasi pasien pra-pulang, dengan mengeksplorasi peran mediasi dari *perceived organizational support* dan *burnout level*. Penelitian ini menggunakan desain kuantitatif dengan pendekatan cross-sectional terhadap 100 perawat di sebuah rumah sakit swasta tipe B di Semarang. Pengambilan data dilakukan melalui kuesioner daring dan dianalisis menggunakan pendekatan *Partial Least Squares Structural Equation Modeling* (PLS-SEM). Hasil menunjukkan bahwa beban kerja berpengaruh negatif signifikan terhadap kepatuhan edukasi, baik secara langsung maupun tidak langsung melalui *burnout level*. Sementara itu, *perceived organizational support* tidak memediasi secara signifikan hubungan antara beban kerja dan kepatuhan. Temuan ini menegaskan pentingnya manajemen beban kerja dan intervensi terhadap *burnout* untuk meningkatkan kualitas edukasi pasien. Penelitian ini memiliki keterbatasan dalam cakupan rumah sakit dan pendekatan waktu yang digunakan. Implikasi praktis dan saran untuk penelitian lanjutan turut disampaikan.

Kata kunci: Beban kerja, kepatuhan edukasi pasien, *perceived organizational support*, *burnout level*, perawat.

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ABSTRACT

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THE IMPACT OF NURSES' WORKLOAD ON COMPLIANCE IN PROVIDING PATIENT DISCHARGE EDUCATION: THE MEDIATING ROLE OF PERCEIVED ORGANIZATIONAL SUPPORT AND BURNOUT LEVEL

(xxi + 190 pages; 26 tables; 6 figures; 5 appendices)

High nursing workload in hospitals can affect nurses' compliance in providing discharge education to patients. This study aims to analyze the effect of workload on nurses' compliance in delivering discharge education, with perceived organizational support and burnout level examined as mediating variables. A quantitative study with a cross-sectional design was conducted on 100 nurses at a type B private hospital in Semarang. Data were collected using an online questionnaire and analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The results showed that workload had a significant negative effect on discharge education compliance, both directly and indirectly through burnout level. Meanwhile, perceived organizational support did not significantly mediate the relationship between workload and compliance. These findings highlight the importance of managing workload and addressing burnout to improve the quality of patient education. This study is limited by its single-institution focus and cross-sectional approach. Practical implications and recommendations for future research are provided.

Keywords: *Workload, discharge education compliance, perceived organizational support, burnout level, nurses.*

References: 70 (2015-2024)