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Budaya Organisasi dan Perilaku *Bullying* Sesama Rekan Kerja Perawat di RSUD I. A Moelis Samarinda: A Study Komparatif

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ABSTRAK

Perilaku intimidasi yang telah dialami dan dilaporkan, yaitu: tindakan mencaci maki, ditindas terkait dengan pekerjaan yang dilakukan dan membahas tentang keburukan atau menyebarkan desas-desus tentang perawat itu sendiri. Selain itu, perawat yang mengalami perilaku *bullying* juga mengalami penurunan kinerja. Bertujuan untuk mengetahui hubungan antara budaya organisasi dan perilaku intimidasi di antara sesama rekan kerja di RSUD I. A Moelis Samarinda. Jenis penelitian ini adalah deskriptif analitis dengan pendekatan Cross Sectional. Populasi penelitian ini, semua perawat yang bekerja di Rumah Sakit I. A Moelis di Samarinda adalah 164 orang dengan sampel 62 perawat. Penelitian ini menggunakan teknik probability sampling dengan simple random sampling dan menggunakan uji chi square. Penelitian yang dilakukan oleh peneliti menunjukkan bahwa dari 62 responden, hasil uji statistik diperoleh nilai $p = 0,643$ sedangkan nilai $\alpha = 0,05$, dapat dilihat bahwa nilai p Value $> \alpha$ ($0,643 > 0,05$), yang menunjukkan bahwa H_0 tidak ditolak diterima tetapi tidak signifikan. Tidak ada hubungan yang signifikan antara budaya organisasi dan perilaku intimidasi di antara sesama rekan perawat di RSUD I. A Moelis Samarinda.

Kata Kunci: Keperawatan, Budaya Organisasi, Perilaku *Bullying*

PENDAHULUAN

Budaya organisasi merupakan sistem nilai-nilai (values) keyakinan-keyakinan (beliefs) atau norma-norma yang telah lama berlaku, disepakati dan diikuti oleh para anggota suatu organisasi sebagai pedoman perilaku dan pemecahan masalah-masalah organisasi. Dari pengertian diatas dapat diartikan bahwa budaya organisasi tidak terbentuk dalam waktu sekejap, butuh bertahun-tahun dalam prosesnya. Budaya organisasi mencerminkan bagaimana melakukan pekerjaan dalam organisasi sehingga organisasi menunjukkan budaya kerja. Budaya organisasi juga menunjukkan pemahaman, cara bertindak dan berprilaku dalam organisasi (Sutrisno, 2010).

Yeun & Han (2016) mengatakan bahwa budaya organisasi juga sebagai perekat sosial dalam mempersatukan anggota dalam mencapai tujuan organisasi berguna ketentuan nilai-nilai yang harus dikatakan dan dilakukan oleh para anggota organisasi. Anggota organisasi sering menunjukkan tingkat kelelahan kerja yang lebih tinggi karena stres yang dipaksakan pada hubungan lingkungan kerja dan hubungan interpersonal mereka, dimana

lingkungan dan hubungan personal dapat menimbulkan suatu perilaku negatif yaitu perilaku *bullying* yang keduanya terjadi baik secara tertutup ataupun terbuka (Hidayati, 2016).

Yakoyama (2016) dalam Hidayati (2017) *bullying* ditempat kerja lebih banyak ditemukan dilingkungan keperawatan, hal tersebut dikarenakan karakteristik pekerjaan perawat yang bekerja di pelayanan kesehatan cukup intens dengan stress. Pendapat di atas didukung oleh Johnson (2015) dalam Hidayati (2017) yang menyatakan *bullying* ditempat kerja terkait dengan jenis pekerjaan, dimana orang yang bekerja dipelayanan lebih sering terkena *bullying* dari pada mereka yang bekerja dalam penelitian dan produksi.

Penelitian *bullying* pada perawat di Indonesia masih terbatas, menurut Handika (2016) dalam Hidayati (2017) insiden *bullying* di RSUD Dr. Rasidin Padang Sebesar 51,2%, sedangkan menurut Dewi (2013) dalam Hidayati (2017) di RSUP M. Djamil Padang sebesar 42,2%.

Berdasarkan hasil studi pendahuluan yang dilakukan peneliti di RSUD I. A Moelis

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Gaya Kepemimpinan dengan Kejadian *Bullying* Perawat

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Abstrak

Kualitas dari sumber daya manusia sangat berhubungan dengan pemberian pelayanan kesehatan baik itu di rumah sakit, puskesmas atau klinik-klinik adalah tenaga keperawatan/perawat. Namun dalam menjalankan tugasnya di pelayanan kesehatan, perawat sering menerima *bullying* yang dapat menimbulkan gangguan baik fisik maupun gangguan fisik yang akan berpengaruh pada kualitas pelayanan keperawatan di rumah sakit. Salah satu faktor yang berhubungan dengan *bullying* adalah gaya kepemimpinan. Penelitian ini bertujuan untuk mengetahui hubungan gaya kepemimpinan dengan kejadian *bullying* pada perawat di tempat kerja. Metode Penelitian ini menggunakan pendekatan kuantitatif dengan *cross sectional*. Penelitian ini menggunakan instrumen, dengan jumlah sampel penelitian ini sebanyak 30 orang perawat dalam dua Puskesmas. Hasil Penelitian ini di dapatkan Lebih dari sebagian 70 % para perawat mengalami kejadian *bullying* dan mengalami kepemimpinan otoriter sebesar 67 %. Dalam hal ini hasil uji *chi-square* yang dilakukan tidak di dapat ada hubungan yang signifikan antara *bullying* dengan Kepemimpinan Otoriter. Dengan nilai signifikan $p < 0,05$ yaitu $P = 0,002$. Disarankan untuk setiap pemimpin setiap institusi puskesmas untuk dapat memimpin secara profesional dan mengayomi setiap karyawannya, serta harus menyelidiki penyebab terjadinya tindakan *bullying* dalam dunia kesehatan terutama keperawatan, sehingga tindakan *bullying* ini tidak terjadi demi kelancaran dalam melaksanakan tugas dan tanggung jawab pekerjaan.

Kata Kunci: Perawat, *Bullying*, Kepemimpinan

Leadership Style and Nursing Bullying

Abstract

The quality of human resources is strongly linked to the provision of health services, whether in hospitals, health centers, or clinics. Clinics is the nursing staff or nurses. However, in carrying out their duties in the health service, nurses often receive harassment that can lead to psychological and physical disorders that affect the quality of nursing services in hospitals. One of the factors associated with harassment is the way you keep directing. This research aims to establish a relationship of leadership style with the incidence of harassment in nurses at the workplace. This research method uses a quantitative *cross-section* approach. The study used instruments with a sample of 30 nurses in two public health centers. More than 70 percent of the victims of harassment and authoritarian rule experienced 67 percent. In this case, the results of the *chi-square* test conducted may have established a significant link between the harassment and the leadership of the Authoritarian. With a significant value of $p < 0,05$, that is to say, $p = 0,002$. It is recommended that every leader of every institution of the party be able to lead professionally and protect every employee and should investigate the causes of harassment in the world of health, in particular nursing, so that this act of intimidation does not take place for the sake of a smooth lying in the performance of the duties and responsibilities of the job.

Keywords: Nurses, *Bullying* and Leadership



PENGALAMAN KEKERASAN PADA PERAWAT INSTALASI GAWAT DARURAT

EXPERIENCE OF VIOLENCE AGAINST NURSES IN EMERGENCY DEPARTMENT

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ABSTRAK

Pendahuluan: Hasil wawancara peneliti dengan lima perawat Instalasi Gawat Darurat menunjukkan semua perawat mengatakan pernah mengalami kekerasan secara verbal dari pasien maupun perawat. Penelitian ini untuk mendapatkan gambaran pengalaman kekerasan dan cara perawat menyikapi tindak kekerasan yang terjadi. **Metode:** Penelitian ini menggunakan metode kualitatif fenomenologi dengan teknik in-depth interview dan sampel dipilih dengan menggunakan metode purposive sampling sampai data yang didapatkan jenuh. Analisis yang digunakan adalah analisis menurut Colaizzi (1978). **Hasil:** Penelitian ini mempunyai enam tema yaitu Pelaku verbal Bullying terhadap perawat, ekspektasi orang lain yang tidak dapat dipenuhi oleh perawat, mekanisme coping yang dilakukan perawat saat menghadapi tindak kekerasan, dukungan yang didapatkan perawat saat menghadapi tindakan kekerasan, respon perawat terhadap tindakan kekerasan, persepsi perawat terhadap tindakan kekerasan. **Diskusi:** Penelitian ini perlu sikap dan tanggapan yang positif dari perawat dan instalasi rumah sakit terhadap perilaku bullying di ruang instalasi.

Kata Kunci: Instalasi Gawat Darurat, perawat, verbal bullying.

ABSTRACT

Introduction: The result of research interviews with five emergency department nurses showed all the nurses said they had been verbal bullying and there was one nurse who had experienced physical violence from patients and nurses. The purpose of this study to get an overview of the experience of violence and how nurses address the violence. **Method:** This study used qualitative methods phenomenology with in-depth interview technique and the sample was selected using purposive sampling method to data obtained saturated. Analysis used the analysis by Colaizzi (1978). **Results:** This research has six themes, namely Perpetrators of verbal bullying against nurses, the expectations of others that can not be filled by nurses, coping mechanisms do nurses in the face of violence, the support obtained nurse in the face of violence, the response of nurses to acts of violence, the perception of nurses against acts of violence. **Discussion:** from this research should be the attitude and positive responses from nurses and hospital institutions against bullying behavior in the emergency room.

Keywords: Emergency Department, Nurses, Verbal bullying

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KEPRIBADIAN MUSLIM TERHADAP PERILAKU BULLYING DI RUMAH SAKIT ISLAM WILAYAH KOTA PALEMBANG

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ABSTRACT

Purpose of the research to know the influence of Muslim Personality on Bullying Behaviours in Islamic Hospital of Palembang City Region. Some research that has been done in the West states that 56% of nurses become victims of bullying in their of workplacecausing harm to both individuals and organizations. The hypothesis of this research is that there is influence of Muslim personality on bullying behaviours in the workplace. The higher the comprehensionand practice of Muslim personality, the lower the occurrence of bullying behaviours in the workplace. This research using correlation research methods, research sample 214 nurses from 2 Islamic Hospital in Palembang, data collected using scalemethod, namely: Bullying Behaviour scale and Muslim Personality Scale and data analysis methods using simple regression analysis with SPSS programming. 22.5 for windows. Based on the results obtained $r = 0.412$ in other word,there is influence of Muslim personality on bullying behaviours in the workplace. The higher the understanding and practice of Muslim personality, the lower the occurrence of bullying behaviours in the workplace and r^2 of 0,170 means that 17% of Muslim personality contributed to bullying behaviours in the workplace.

Keywords: Bullying Behavior, Muslim Personality

ABSTRAK

Penelitian ini bertujuan untuk mengetahui Pengaruh Kepribadian Muslim terhadap Perilaku Bullying di Rumah Sakit Islam Wilayah Kota Palembang. Beberapa penelitian yang telah dilakukan di Barat menyatakan bahwa 56 % perawat menjadi korban bullying di tempat mereka bekerja sehingga menyebabkan kerugian baik secara individu maupun secara organisasi.Hipotesis penelitian ini adalah ada pengaruh kepribadian muslim terhadap perilaku bullying di tempat kerja. Semakin tinggi pemahaman dan pengamalan keperibadian muslim maka semakin rendah terjadinya perilaku bullying di tempat kerja. Penelitian menggunakan metode penelitian korelasional, sampel penelitian 214 orang perawat dari 2 Rumah Sakit Islam di Palembang, metode pengumpulan data dengan menggunakan skala, yaitu : skala Prilaku Bullying dan Skala Kepribadian Muslim serta metode analisis data menggunakan analisis regresi sederhana dengan bantuan program SPSS. 2.5 for windows. Berdasarkan hasil analisis diperoleh r sebesar 0,412 artinya Ada pengaruh kepribadian muslim terhadap perilaku bullying di tempat kerja. Semakin tinggi pemahaman dan pengamalan keperibadian muslim maka semakin rendah terjadinya perilaku bullying di tempat kerja dan didapati r^2 sebesar 0,170 artinya sebesar 17% kepribadian muslim berkontribusi terhadap perilaku bullying di tempat kerja.

Kata Kunci: Perilaku Bullying, Kepribadian Muslim

PENDAHULUAN

Perubahan teknologi, sosiopolitik, persaingan dan ekonomi telah menyebabkan tekanan terhadap organisasi dalam

menyesuaikan keadaan tersebut (Martino, V. Di, Hoel, H. & Cooper, c. 2003).Untuk memenuhi tuntutan itu, organisasi akan memaksimalkan penggunaan sumber daya

Pengaruh Perceived Organizational Support, Work Engagement, Affective Commitment, Workplace Bullying, dan Work-Related Fatigue terhadap Intention To Leave pada Perawat di Surakarta

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ABSTRAK

Tujuan penelitian ini adalah untuk menguji serta menganalisis pengaruh *Perceived Organizational Support*, *Work Engagement*, *Affective Commitment*, *Workplace Bullying*, dan *Work-Related Fatigue* terhadap *Intention to Leave* pada Perawat di Surakarta. Pengujian dilakukan dengan menggunakan regresi linear berganda, untuk mengetahui besaran kontribusi masing-masing variabel independen terhadap variabel dependen. Keseluruhan analisis regresi diuji dengan menggunakan *Statistical Package for the Social Sciences (SPSS) 22*. Data dikumpulkan melalui hasil penyebaran kuesioner pada Rumah Sakit dan Puskesmas di Kota Surakarta. Hasil pengujian terhadap 236 perawat di Surakarta yaitu *perceived organizational support* tidak mempengaruhi *intention to leave*, *work engagement* berpengaruh negatif signifikan terhadap *intention to leave*, *affective commitment* berpengaruh negatif signifikan terhadap *intention to leave*, *workplace bullying* berpengaruh positif signifikan terhadap *intention to leave*, *work-related fatigue* berpengaruh positif signifikan terhadap *intention to leave*.

Kata Kunci: *Perceived Organizational Support*, *Work Engagement*, *Affective Commitment*, *Workplace Bullying*, *Work-Related Fatigue*, *Intention to Leave*.

A. Pendahuluan

Tenaga kesehatan merupakan kunci utama keberhasilan pencapaian tujuan pembangunan kesehatan suatu negara. Menurut Badan PPSDM Kesehatan (2019) rasio perbandingan tenaga kesehatan dengan jumlah penduduk di Indonesia yaitu 1 : 100.000. Untuk Provinsi Jawa Tengah perbandingan antara tenaga kesehatan yaitu perawat dengan

jumlah penduduk yaitu 1 : 133. Artinya bahwa 1 orang perawat harus melayani 133 orang penduduk Indonesia. Kebutuhan tenaga perawat masih sangat dibutuhkan, hal ini dikarenakan perbandingan antara perawat dengan jumlah penduduk yang sangat tinggi. Menurut Buerhaus & Staiger (1999) dalam penelitiannya memprediksi bahwa tenaga keperawatan akan terus mengalami penurunan dan tidak dapat

HUBUNGAN KEKERASAN DENGAN STRES KERJA PADA PERAWAT UNIT GAWAT DARURAT DAN INTENSIVE CARE UNIT RUMAH SAKIT DI KOTA BITUNG DAN KABUPATEN MINAHASA UTARA

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ABSTRAK

Kekerasan di tempat kerja pada sektor kesehatan merupakan seperempat dari semua kekerasan yang terjadi di tempat kerja, dimana di antara penyedia layanan kesehatan, perawat memiliki paling tinggi. Penelitian ini bertujuan untuk menganalisis hubungan antara kekerasan dengan stres kerja pada perawat di beberapa UGD dan ICU rumah sakit Kota Bitung dan Minahasa Utara. Penelitian ini merupakan penelitian survei analitis kuantitatif dengan menggunakan rancangan *cross sectional*. Data primer diperoleh dengan menyebarkan kuisioner pada 105 perawat yang merupakan total sampling dari UGD dan ICU pada 4 rumah sakit, yaitu RSUD Bitung, RS Budi Mulia Bitung, RS Hermans Lembuan, RS Maria W Maranus Airmadidi. Pada penelitian ini menggunakan uji *chi-square* dan *fisher exact test*, serta uji regresi logistik. Berdasarkan hasil penelitian menunjukkan bahwa jenis kekerasan yang paling banyak dialami oleh responden adalah kekerasan verbal yaitu sebanyak 54,3%, kemudian berturut-turut yaitu bullying sebanyak 28,6%, kekerasan fisik dan ancaman masing-masing 19%, pelecehan seksual 11,4% dan pelecehan sebanyak 8,6%. Berdasarkan hasil penelitian pelaku kekerasan yang paling banyak dilakukan oleh keluarga pasien 63,5%. Hasil penelitian mengenai hubungan antara masing-masing kekerasan dengan stres kerja diperoleh terdapat hubungan bermakna antara semua kekerasan kerja meliputi kekerasan fisik, verbal, bullying, pelecehan, pelecehan seksual, dan ancaman dengan stres kerja. Pada analisis multivariat diperoleh bahwa kekerasan verbal merupakan faktor yang paling dominan berhubungan dengan stres kerja pada perawat di UGD dan ICU Kota Bitung dan Kabupaten Minahasa Utara. Berdasarkan hasil penelitian dapat disimpulkan bahwa kekerasan fisik, verbal, bullying, pelecehan, pelecehan seksual, dan ancaman berhubungan bermakna secara statistik dengan stres kerja pada perawat di UGD dan ICU Kota Bitung dan Kabupaten Minahasa Utara.

Kata kunci: kekerasan di tempat kerja, stres kerja, perawat

ABSTRACT

Workplace violence in the health sector constitutes a quarter of all violence that occurs in the workplace, where among health care providers, nurses are at the highest risk. This study aims to analyze the relationship between violence and work stress on nurses in several ED and ICU hospitals in Bitung City and North Minahasa. This research is a quantitative analytical survey research using a *cross sectional* design. The primary data obtained by distributing questionnaires to 105 nurses who were the total sampling from the ER and ICU at 4 hospitals, namely Bitung General Hospital, Budi Mulla Bitung Hospital, Hermans Lembuan Hospital, Maria W Maranus Airmadidi Hospital. In this study, data processing was performed by *chi-square* and *fisher exact test*, and *logistic regression*. Based on the results of the study showed that the type of violence most experienced by respondents was verbal violence which was as much as 54.3%, then consecutively namely bullying as much as 28.6%, physical violence and threats respectively 19%, sexual abuse 11.4% and harassment of 8.6%. Based on the research results, the perpetrators of violence were mostly carried out by the patient's family 63.5%. The results of the study regarding the relationship between each work violence and work stress obtained a significant relationship between all work violence including physical violence, verbal abuse, bullying, harassment, sexual abuse, and threats to work stress. In multivariate analysis it was found that verbal violence was the most dominant factor associated with work stress in nurses in the ER and ICU in Bitung City and North Minahasa Regency. Based on the result of the study it can be concluded that physical, verbal, bullying, harassment, sexual harassment, and threats are related statistically to work stress in nurses in the ER and ICU in Bitung City and North Minahasa Regency.

Keyword: workplace violence, work stress, nurses

**GAMBARAN LINGKUNGAN KERJA, KARAKTERISTIK INDIVIDU DAN STRES KERJA
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ABSTRAK

Tujuan – Tujuan penelitian ini adalah untuk mengetahui gambaran lingkungan kerja, karakteristik individu , dan stres kerja.

Desain/metodologi/pendekatan - Desain penelitian ini adalah *cross sectional method*. Penelitian ini menggunakan pendekatan deskriptif dengan metode *explanatory survey*. Unit analisis perawat sebanyak 73 orang. Pengumpulan data dengan menggunakan kuisioner. Teknik analisis yang digunakan adalah teknik deskriptif dengan menggunakan distribusi frekuensi.

Temuan – Berdasarkan hasil penelitian mneggunakan analisis deskriptif, didapatkan hasil bahwa lingkungan kerja berkategori cukup kondusif, kamakteristik individu berkategori baik dan stres kerja berkategori cukup tinggi.

Orisinalitas/nilai - Perbedaan dalam penelitian ini terletak pada objek penelitian, waktu penelitian, alat ukur, literatur yang digunakan, teori yang digunakan dan hasil penelitian.

Kata Kunci: Lingkungan kerja, Karakteristik Individu, Stres Kerja

Jenis Artikel: Studi Kasus

ABSTRACT

Purpose - The purpose of this study is to see the description of work environment, individual characteristics and job stress

Design/methodology/approach - The design of this study was *cross sectional method*. This research uses descriptive approach with *explanatory survey method*. The nurses analysis unit is 73 people. Data collection using questionnaire. The analysis technique used is descriptive technique by using frequency distribution

Findings - Based on the results of the research using descriptive analysis, the results obtained that work environment in the quite conducive category, individual characteristics in the good category, and job stress in the quite high category.

Originality/value - The differences in this study located on an object research , time research , a measuring instrument , literature that used , the theory that is used and the results of the study.

Keywords: Work environment, Individual characteristics, Job stress

Article Type : Research Paper

An Integrative Review of Nurse-to-Nurse Incivility, Hostility, and Workplace Violence

A GPS for Nurse Leaders

Cecelia L. Crawford, DNP, RN; Frances Chu, MLIS, MSN, RN; Lorie H. Judson, PhD, RN, NP; Emma Cuenca, DNP, RN, CCRN, CSC, CNS; Ablam A. Jadalla, PhD, RN; Lisa Tze-Polo, BSN, RN; Lina Najib Kawar, PhD, RN, CNS; Cindy Runnels, MLIS; Roque Garvida Jr, MSN, RN

Bullying, lateral violence, and incivility are real phenomena in the nursing workplace and remain widespread across all care settings. The American Nurses Association recommends zero tolerance for any form of violence from any source and adopting evidence-based strategies to mitigate incivility and bullying. This integrative review examined the evidence regarding nurse-to-nurse incivility, bullying, and workplace violence for 4 nurse populations—student, new graduate, experienced, and academic faculty. Ganong and Cooper's review methodology structured the evidence synthesis. Twenty-one articles pertained to the clinical inquiry. The evidence consistently described the incidents, instigators, and targets of incivility/bullying, which contributes to 84 negative academic, organizational, work unit, and personal outcomes. A safe and just organizational culture demands a comprehensive systems-level approach to create civil environments. The evidence-based structures, processes, and recommendations serve as a Global Positioning System for practice and academic leaders to use in creating a healthy work environment where nurses are encouraged and empowered. The critical choices by nurse leaders will determine not only the future of 21st century professional nursing practice but how the public views the nursing profession for many years to come. **Key words:** *integrative review, nurse hostility, nurse-to-nurse incivility, organizational culture, workplace violence*

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Factors affecting workplace bullying and lateral violence among clinical nurses in Korea: descriptive study

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Factors affecting workplace bullying and lateral violence among clinical nurses in Korea: descriptive study

Background & aim Workplace bullying and lateral violence are serious issues affecting the work life of hospital nurses. The purpose of this study was to identify the selected individual and institutional characteristics for workplace bullying and lateral violence using a conceptual framework.

Methods A descriptive survey design was used. A convenience sample of 255 nurses in tertiary hospitals, who had a minimum of 6 months clinical experience, completed the survey. Regression analysis was used to determine factors significantly associated with workplace bullying and lateral violence. The Negative Acts Questionnaire-Revised and the Lateral Violence scale were used to measure workplace bullying and lateral violence.

Results A negative affect, individualism and working in hospital specialty units predicted workplace bullying. Individualism, a negative affect, affiliated hospital and working hours predicted verbal abuse whereas the place of employment was significantly associated with lateral violence.

Conclusion The results of this study identified factors that are associated with bullying and violence but did not fully support the conceptual framework. The individual characteristic negative affect was significantly associated with most types of workplace bullying and lateral violence bully whereas the place of employment was an important factor in lateral violence.

Implications for Nursing Management Nurse managers need to be aware that both individual and institutional factors may impact levels of workplace bullying and lateral violence in their hospitals and need to prepare specific strategies to address these multiple factors.

Keywords: hospital nurses, workplace bullying, workplace violence

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Introduction

Workplace bullying (WPB) and lateral violence (LV) are serious issues affecting clinical nurses and the hospital work environment. Bullying includes negative acts such as hostile remarks, persistent criticism, physical abuse, threats and social exclusion (Einarsen *et al.*

2003, Samnani & Singh 2012). WPB refers to repeated and persistent attacks or acts of bullying someone for more than 6 months in the workplace (Samnani & Singh 2012).

Another important concern negatively impacting the work environment is lateral violence (LV). LV refers to nurse-on-nurse aggression and has various concepts,



Workplace bullying in emergency nursing: Development of a grounded theory using situational analysis

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ABSTRACT

Background: The Institute of Medicine recognizes that the workplace environment is a crucial factor in the ability of nurses to provide safe and effective care, and thus interactions that affect the quality and safety of the work environment require exploration.

Objectives: The purpose of this study was to use situational analysis to develop a grounded theory of workplace bullying as it manifests specifically in the emergency care setting.

Methods: This study used a grounded theory methodology called situational analysis. 44 emergency RNs were recruited to participate in one of 4 focus group sessions, which were transcribed in their entirety, and, along with field notes, served as the dataset.

Results: This grounded theory describes the characteristics of human actors and their reactions to conditions in the practice environment that lead to greater or lesser levels of bullying, and the responses to bullying as it occurs in U.S. emergency departments.

Discussion: Workplace bullying is a significant factor in the dynamics of patient care, nursing work culture, and nursing retention. The impact on patient care cannot be overestimated, both in terms of errors, substandard care, and the negative effects of high turnover of experienced RNs who leave, compounded by the inexperience of newly hired RNs. An assessment of hospital work environments should include nurse perceptions of workplace bullying, and interventions should focus on effective managerial processes for handling workplace bullying. Future research should include testing of the theoretical coherence of the model, and the testing of bullying interventions to determine the effect on workplace environment, nursing intent to leave/retention, and patient outcomes.

1. Introduction

The Institute of Medicine (IOM) recognizes that the workplace environment is a crucial factor in the ability of registered nurses (RNs) to provide safe and effective care [1]. Dysfunctional work environments in which bullying occurs can have a significant impact on the ability of RNs to safely and effectively care for patients.

Investigation of a complex social phenomenon requires an examination of multiple factors. This led to the selection of Clarke's [2] situa-

tional analysis model, which extends and expands the grounded theory methodology that is based on a constructivist, interpretive paradigm [2–4]. Clarke uses three main types of mapping to analyze data: *situational maps* that lay out the main human and nonhuman elements and examine relationships between them; *social worlds maps* that describe the actors, key nonhuman elements and the areas of commitment within which they engage and help to interpret situations, and *positional maps* that describe the major positions taken (and not taken) about complicated issues in the phenomenon of interest [2].

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LAMPIRAN 3

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Judul : STUDI LITERATURE REVIEW GAMBARAN DAMPAK PERILAKU BULLYING TERHADAP PERAWAT BARU DI TEMPAT KERJA

Dengan surat ini saya menyatakan bahwa saya menggunakan *Literature Review*.

Demikian permohonan yang saya sampaikan, atas perhatiannya saya ucapkan terima kasih.

Wassalamu'alaikum Warahmatullahi Wabarakatuh

Samarinda, 12 Juli 2021

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LAMPIRAN 4






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JUDUL : LITERATURE REVIEW DAMPAK PERILAKU BULLYING
TERHADAP PERAWAT BARU di TEMPAT KERJA

NO.	Hari/Tanggal	Bentuk/materi Laporan konsultasi	Kritik & saran pembimbing	Paraf pembimbing
1.	11 februari 2021	Konsul judul	Ganti judul sesuai tema yang diberikan yaitu <i>bullying</i>	
2.	16 februari 2021	Konsul bab 1 pendahuluan	Perbaiki penyusunan latar belakang dan judul di tambahkan literature review	
3.	10 maret 2021	Revisi bab 1	Perbaiki kembali bab 1 bagian tujuan khusus dan lanjut di bab 2	
4.	11 mei 2021	Bab 1 dan 2	Perbaiki konsep teori	
5.	20 mei 2021	Revisi bab 1 dan konsul bab 2	Perbaiki penulisan pada bab 2, tambahkan teori perawat baru dan perbaiki kerangka teori dan lanjut bab 3	

6.	27 mei 2021	Revisi bab 2 dan konsul bab 3	Perbaiki kerangka teori bab 2 masih belum jelas bab 3 acc lanjut di bab 4 review jurnal	
7.	4 juni 2021	Revisi bab 2, dan konsul bab 4	Bab 2 acc dan tambahkan nilai pada genogram di bab 4	
8.	9 juni 2021	Konsul bab 4	Perbaiki pembahasan	
9.	11 juni 2021	Revisi bab 4	Pembahasan dan lanjut bab 5	
10.	20 juni 2021	Konsul bab 4 dan 5	Tambahi pembahasan sesuai jurnal perbaiki kesimpulan dan saran	
11.	21 juni 2021	Konsul bab 4,5 dan abstrak	Perbaiki abstrak	

Literature Review Gambaran Dampak Perilaku Bullying Terhadap Perawat Baru Di Tempat Kerja

by Oktaria Dwipiyana

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