

ABSTRACT

Model of Training Soft Skills for Nurses in Managing Stress in Patients at the Hospital

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This study was conducted as long as the nurses do not fully implement the elements of soft skills in performing nursing care, particularly in the management of stress in patients in the hospital. To overcome this problem, the researcher developed a model Training Soft Skills for nurses in an effort to improve the intrapersonal and interpersonal competence of the nurses in the management of stress on the patient.

The type of research is developmental of research. The development model used is a model presented by Sugiyono (2010) which consists of the step describing potential and problems, data collection, design models, the Focus Group Discussion (FGD), the revision of the model design, model validation, revising models, testing models, revised model and the resulting model. The data were collected through discussions, observasing, interviews, questionnaires and learning test sheet. The data collected were analyzed using descriptive statistics and statistical inference.

Based on the stages of the development process and the implementation of product testing to nurses 14 people, it was found that the product is very valid, very practical, and effective to implemented in hospitals. After several revisions as suggested by advisors, the product of research as expected, the development of the training model, could exist. The model produced, Book I a book as a guide to the model, Book 2 is the facilitator's guides, and Book 3 is guide by a trainees. Materials are considered valid by the validator expert is a model of training soft skills in stress management. So soft skills training models for nurses in the management of stress in patients fit for use after rated valid, practical and effective.

ABSTRAK

Model Pelatihan *Soft Skills* bagi Perawat dalam Pengelolaan Stres pada Pasien di Rumah Sakit

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Penelitian dilakukan karena selama ini perawat belum sepenuhnya menerapkan unsur-unsur *soft skills* dalam melaksanakan asuhan keperawatan, khususnya dalam pengelolaan stres pada pasien di rumah sakit. Mengatasi hal tersebut, dikembangkan model Pelatihan *Soft Skills* bagi perawat dalam rangka upaya meningkatkan kompetensi secara intrapersonal dan interpersonal dalam pengelolaan stres pada pasien.

Jenis penelitian ini adalah penelitian pengembangan. Model pengembangan yang digunakan merupakan model yang disampaikan oleh Sugiyono (2010) yang terdiri dari tahapan deskripsi potensi dan masalah, pengumpulan data, desain model, *Focus Group Discussion* (FGD), revisi desain model, validasi model, revisi model, uji coba model, revisi model dan model yang dihasilkan. Pengumpulan data dilakukan melalui diskusi, observasi, wawancara, lembar angket dan tes belajar. Data yang terkumpul dianalisis menggunakan statistik deskriptif dan statistik inferensial.

Hasil penelitian berdasarkan tahapan proses pengembangan pada pelaksanaan uji coba produk kepada perawat sebanyak 14 orang, ditemukan bahwa produk penelitian sangat valid, sangat praktis, dan efektif untuk digunakan dan diterapkan di rumah sakit. Melalui beberapa revisi dengan promotor, produk penelitian berupa pengembangan model pelatihan. Model yang dihasilkan berupa Buku 1 sebagai panduan model, Buku 2 tentang panduan fasilitator, dan Buku 3 digunakan sebagai panduan oleh peserta pelatihan. Bahan yang dinilai valid oleh validator ahli adalah model pelatihan *soft skill* dalam pengelolaan stres. Sehingga model pelatihan *soft skills* bagi perawat dalam pengelolaan stres pada pasien layak digunakan setelah dinilai valid, praktis dan efektif.