

INTISARI

Dwi Dianasari, 2013 Hubungan Antara Keterampilan Komunikasi Internal Petugas Laboratorium dengan Validitas Hasil Laboratorium di RSUD Prof. Dr. WZ. Johannes Kupang. Program Studi D-IV Analisis Kesehatan Universitas Setia Budi.

Komunikasi merupakan proses penyampaian informasi atau pikiran-pikiran dari seseorang kepada orang lain melalui suatu cara tertentu sehingga orang lain tersebut mengerti betul apa yang dimaksud oleh penyampai pikiran-pikiran atau informasi. Cara berkomunikasi antara petugas laboratorium khususnya antara analis dan petugas administrasi merupakan salah satu aspek penting dalam menunjang validitas hasil dilaboratorium. Pelayanan kesehatan bukan hanya berorientasi pada validitas hasil yang dikeluarkan saja, melainkan juga berorientasi pada aspek komunikasi internal karena pelayanan melalui komunikasi internal sangat penting dan sangat berpengaruh terhadap hasil yang akan dikeluarkan, semakin tinggi ketrampilan komunikasi semakin baik validitas hasil laboratorium.

Penelitian ini menggunakan metode survei dan kuesioner. Penelitian dilakukan di RSUD Prof. Dr. WZ. Johannes pada tanggal 28 April sampai 3 Mei 2014. Penelitian dilakukan dengan cara membagikan soal atau kuesioner tentang keterampilan komunikasi internal petugas laboratorium dengan validitas hasil laboratorium sebanyak 30 responden dengan teknik sampling jenuh atau sensus, yaitu semua populasi dijadikan sampel, karena populasinya kecil maka semua populasi diambil sebagai sampel.

Dari penelitian terhadap 30 responden dilakukan dengan uji korelasi product moment didapatkan hasil, berdasarkan Kejelasan hasil $r_{xy} = 0,501$ $p : 0,002$ ($p < 0,05$), Ketepatan hasil $r_{xy} = 0,643$ $p : 0,000$ ($p < 0,05$), Konteks hasil $r_{xy} = 0,368$ $p : 0,023$ ($p < 0,05$), Alur hasil $r_{xy} = 0,766$ $p : 0,000$ ($p < 0,05$), Budaya hasil $r_{xy} = 0,766$ $p : 0,000$ ($p < 0,05$), maka dapat diambil kesimpulan Signifikan bahwa terdapat hubungan antara ketrampilan komunikasi internal petugas laboratorium dengan validitas hasil laboratorium di RSUD Prof. Dr. WZ. Johannes Kupang.

Kata kunci : Ketrampilan komunikasi internal, petugas laboratorium, validitas hasil laboratorium

ABSTRACT

Dwi Dianasari. 2013. **The Correlation between the Laboratory Assistants' Internal Communication Skills and the Validity of Laboratory Test Results in Regional Public Hospital of Prof. Dr. W.Z. Johannes Kupang.** D-IV Health Analyst Program. Setia Budi University. Surakarta.

Communication is a process of transferring information or ideas from a person to others through certain manners to make them understand the speaker's intention. Laboratory assistants' way of communicating, especially in communication between health analysts and administration assistants, is one of various important aspects to support validity of laboratory test result. Health service is not only laboratory test result validity-oriented, but is also internal communication-oriented since service through internal communication is very important and influential to laboratory test result which will be issued. Higher communication skills will result in higher laboratory test result validity.

This research applied survey and questionnaire methods. The reseach was carried out in Regional Public Hospital of Prof. Dr. W.Z. Johannes from 28 April to 3 May 2014. The study was conducted by distributing questions or questionnaire about laboratory assistants' internal communication skills and laboratory test result validity to 30 respondents. Saturated or census sampling technique was employed to collect the data, i.e. using overall population for the data because of the small number of population used.

From the study involving 30 respondents using moment product correlation test, the findings were as follows: 1) based on the result clarity, $r_{xy}=0.501$ and $p : 0.002$ ($p<0.05$); 2) based on the result accuracy, $r_{xy}=0.643$ and $p : 0.000$ ($p<0.05$); 3) based on the result context, $r_{xy}=0.368$ and $p : 0.023$ ($p<0.05$); 4) based on the result flow, $r_{xy}= 0.766$ and $p : 0.000$ ($p<0.05$); and 5) based on the result culture, $r_{xy}= 0.766$ and $p : 0.000$ ($p<0.05$). The researcher concluded that there is a significant correlation between the internal communication skills of laboratory assisstants' and the validity of laboratory test results in Regional Public Hospital of Prof. Dr. W.Z. Johannes.

Key words: internal communication skills, laboratory assistant, laboratory test result, and validity