BAB VI
PENUTUP

6.1 Kesimpulan

Kesimpulan dalam penelitian ini adalah sebagai berikut :

1. Instrumen *Workplace Civility Index* Versi Indonesia 1.0

2. *Workplace incivility* perawat di Rumah Sakit X Kota Tangerang sebesar (50%). Perilakun incivil yang ada berupa bergosip, menganggu orang lain, menyalahgunakan posisi, tidak berbicara langsung dengan orang yang memiliki masalah.

3. Sebagian besar responden memiliki komitmen afektif baik, komitmen kontinu baik, komitmen normative baik.

4. Terdapat hubungan yang signifikan *Workplace Incivility* dan komitmen perawat terhadap organisasi di Rumah Sakit X Kota Tangerang.

5. Variabel yang paling bermakna dengan komitmen terhadap organisasi adalah *Workplace Incivility*

6.2 Saran

1. Staf Perawat

   a. Berkomitmen dan bertanggung jawab dalam membangun suasana kerja yang sehat

   b. Mendemonstrasikan perilaku menghargai dengan rekan kerja

   c. Perawat harus menjunjung tinggi pedoman perilaku yang telah dibuat oleh perusahan khususnya item kemanan dan keselamatan dengan memperhatikan perilaku yang melanggar seperti mengancam, mengintimidasi, merendahkan, menghina termasuk kata kotor dengan rekan kerjanya

2. Kepala Ruang

   a. Menjadi role model bagi staf perawat dalam berinteraksi

   b. Mensosialisasikan ulang mekanisme untuk mendukung perawat ketika merasa terancam seperti yang tertuang dalam tindakan perbaikan pedoman perilaku di rumah sakit X

3. Rumah Sakit dan Bidang Keperawatan

    a. Memperkuat program orientasi dengan mengacu pada pedoman perilaku sebagai penjabaran kode etik

    b. Menetapkan kebijakan *zero tolerance* terkait *workplace incivility*

    c. Melakukan sosialisasi ulang secara periodik terkait pedoman perilaku, serta sanksi atau tindakan perbaikan yang telah di tetapkan rumah sakit

    d. Bidang keperawatan dan SDM membuat sesi pembelajaran terkait perilaku *civility*, cara pencegahan dan diskusi terkait konsekuensi

4. Institusi Pendidikan Keperawatan

Pendidik perawat dalam instittusi pendidikan keperawatan berperan penting dalam menyiapkan calon perawat dalam meningkatkan budaya sopan dan membangun lingkungan kerja yang sehat. Pendidik perlu menyiapkan pendidikan terkait budaya kesopanan dalam kurikulum (komunikasi antarprofesi, aktivitas menurunkan stres).

5. Peneliti

Melakukan penelitian yang berkesinambungan tentang *workplace incivility* dan komitmen organisasi dengan meneliti sumber-sumber i*ncivility* dilingkungann kerja, dengan sampel yang lebih beragam.

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