

## ABSTRAK

### LITERATUR REVIEW : PENGARUH SISTEM MANAJEMEN KINERJA TERHADAP PENINGKATAN KUALITAS PELAYANAN KEPERAWATAN

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**Latar Belakang :** Peningkatan kualitas pelayanan keperawatan menjadi prioritas utama dalam upaya meningkatkan pengalaman pasien dan hasil klinis. Pengaruh Manajemen Kinerja telah diidentifikasi sebagai alat yang potensial untuk mencapai tujuan ini dengan memfasilitasi pengukuran kinerja, umpan balik yang terstruktur, dan perbaikan berkelanjutan dalam praktek keperawatan

**Metode :** Penelitian ini menggunakan pendekatan tinjauan literatur untuk menyelidiki peran SMK dalam peningkatan kualitas pelayanan keperawatan. Melalui pencarian dalam basis data akademik, artikel-artikel yang relevan tentang implementasi SMK dalam konteks pelayanan keperawatan dipilih untuk disertakan dalam analisis.

**Hasil :** Tinjauan literatur ini mengungkapkan bahwa penerapan SMK dalam pelayanan keperawatan dapat memberikan manfaat signifikan, termasuk peningkatan kepuasan pasien, meningkatkan kepatuhan terhadap protokol klinis, dan mengurangi risiko kesalahan medis. Namun, tantangan seperti resistensi perawat terhadap perubahan dan kurangnya dukungan manajemen juga diidentifikasi sebagai faktor penghambat

**Rekomendasi :** Berdasarkan temuan tinjauan literatur, disarankan agar organisasi pelayanan kesehatan mengintegrasikan SMK dalam praktek keperawatan secara menyeluruh. Diperlukan pendekatan holistik yang melibatkan partisipasi aktif dari semua pemangku kepentingan dan pembinaan untuk meningkatkan adaptasi terhadap perubahan

**Kata Kunci :** *Sistem Manajemen Kinerja, Pelayanan Keperawatan, Kualitas*

## ABSTRACT

### LITERATURE REVIEW: THE INFLUENCE OF PERFORMANCE MANAGEMENT SYSTEMS ON IMPROVING THE QUALITY OF NURSING SERVICES

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**Background:** Improving the quality of nursing services is a top priority in efforts to improve patient experience and clinical outcomes. Performance Management Systems (SMK) have been identified as a potential tool to achieve this goal by facilitating performance measurement, structured feedback, and continuous improvement in nursing practice.

**Method:** This research uses a literature review approach to investigate the role of Vocational Schools in improving the quality of nursing services. Through searches in academic databases, relevant articles about the implementation of SMK in the context of nursing services were selected for inclusion in the analysis.

**Results:** This literature review reveals that implementing SMK in nursing services can provide significant benefits, including increasing patient satisfaction, increasing compliance with clinical protocols, and reducing the risk of medical errors. However, challenges such as nurses' resistance to change and lack of management support were also identified as inhibiting factors.

**Recommendation:** Based on the findings of the literature review, it is recommended that health service organizations integrate SMK into nursing practice as a whole. A holistic approach is needed that involves active participation from all stakeholders and coaching to improve adaptation to change.

**Keywords:** Performance Management System, Nursing Services, Quality