

ABSTRACT

THE INFLUENCE OF SERVANT LEADERSHIP STYLE ON THE PERFORMANCE OF DISCHARGE PLANNING IN BHAKTI DHARMA HUSADA SURABAYA HOSPITAL

Introduction: The performance of the discharge planning implementation is not optimal, only the routine of re-control information when the patient is going home. The leadership style plays a role as a driving force for change for implementing nurses to improve performance and nursing services through the implementation of discharge planning. **Objective:** This research is to explain the influence of servant leadership style on performance in discharge planning implementation. **Methods:** This study used a mixed-method, the first phase used a qualitative research with an exploratory descriptive approach to 7 respondents at Bhakti Dharma Husada Hospital Surabaya. The second stage is quantitative research with a quasi-experimental research design. The population is nurses in inpatient Bhakti Dharma Husada Hospital Surabaya with a sample of 114 respondents in the intervention group (57) and the control group (57) using purposive sampling. The independent variable is the servant leadership style, and the dependent variable is the performance of the discharge planning implementation. Data were collected using a questionnaire and then analyzed using paired sample t-test and independent t-test. **Results:** The first stage of the study produced a servant leadership module for the head of the room, the second stage based on the Paired sample t-test test there was an effect after the intervention was given during entered the hospital ($\rho = 0.000$), during treatment ($\rho = 0.000$), before leaved the hospital ($\rho = 0.000$) and Independent Sample t-test there was a significant difference in the post-test mean between the intervention and control groups during entered the hospital ($\rho = 0.000$), during treatment ($\rho = 0.000$) and before leaved the hospital ($\rho = 0.000$) on the performance results of the discharge plan. **Conclusion:** The servant leadership improve the performance of discharge planning during entered the hospital, during treatment and before leaved the hospital at Bhakti Dharma Husada Hospital Surabaya.

Keywords: *discharge planning, servant leadership, performance*