

Faktor-faktor yang berhubungan dengan kepuasan kerja militer dan sipil Angkatan Darat di Rumah Sakit Rd. Adnan Kapau Gani Palembang tahun 2007

Anak Agung Ayu Yuli Indriani, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20343078&lokasi=lokal>

Abstrak

ABSTRAK

Pemerintah saat ini telah melakukan berbagai upaya kesehatan dalam rangka penyediaan pelayanan kesehatan yang merata, bermutu, dan terjangkau oleh seluruh lapisan masyarakat. Namun upaya kesehatan tersebut belum diselenggarakan secara menyeluruh, sehingga masih dapat menunjang peningkatan derajat kesehatan masyarakat. Harapan masyarakat agar pelayanan rumah sakit dapat memberikan pelayanan yang efektif dan kepuasan yang optimal bagi setiap orang yang memanfaatkannya, untuk itu dibutuhkan sumberdaya manusia yang handal.

Mengelola Sumber daya manusia bukanlah sesuatu hal yang mudah, karena menyangkut banyak faktor penting yang harus diperhatikan, salah satunya adalah faktor kepuasan kerja. Kepuasan kerja ini akan berpengaruh pada kinerja, dan rendahnya kepuasan kerja merupakan satu tanda rusaknya kondisi suatu organisasi.

Penelitian ini bertujuan untuk mendapatkan gambaran tentang kepuasan kerja pegawai di rumah sakit dr A K Gani Palembang, melalui pengisian kuisioner untuk mengetahui persepsi, dan kepuasan kerja yang dinilai dengan melihat harapan dan kenyataan dari kepemimpinan, pekerjaan, komunikasi dan penghargaan. Wawancara mendalam serta focus group discussion yang dilaksanakan pada kepala ruangan, kepala poliklinik, anggota pelaksana, bertujuan mendapatkan penegasan pada hasil data kuantitatif. Penelitian ini dilaksanakan pada bulan April sampai Mei 2007.

Desain penelitian yang dipilih adalah analitik kuantitatif rancangan cross sectional dengan responden yaitu SCIUIUII militer yang ada sesuai dengan kriteria inklusi sebanyak 50 orang, dan Pegawai Negeri Sipil diambil secara acak sebanyak 100 orang. Hasil penelitian didapatkan adanya perbedaan nilai rata-rata tingkat kepuasan pegawai

Militer dan Pegawai Negeri Sipil, yaitu rata-rata tingkat kepuasan Pegawai Negeri Sipil sebesar 59,24% yang bervariasi antara 45%-81,82%, sedangkan Pegawai Negeri Sipil rata-rata tingkat kepuasan kerja sebesar 54,58% yang bervariasi antara 44,87%-67,12%, hasil penelitian ini juga membuktikan bahwa pada responden militer terdapat beberapa variabel yang mempunyai hubungan signifikan yaitu, jenis pekerjaan, motivasi, konflik, dan prosedur kerja. Sedangkan pada responden Sipil didapatkan variabel yang berhubungan signifikan dengan kepuasan kerja adalah masa kerja, pendidikan, peluang promosi dan konflik.

Variabel yang paling dominan berpengaruh terhadap kepuasan kerja pada pegawai Negeri Sipil adalah jenis pekerjaan, dan pada Pegawai Negeri Sipil adalah evaluasi kerja. Selain itu ada beberapa hal yang menjadi prioritas utama dalam

Oleh karena itu pimpinan diharapkan dapat membentuk wadah komunikasi temtama untuk komuuikasi dari bawah keatas, misalnya dengan kotak samn, tim kecil tersendiri, membentuk tim pcnilai, memperhatikan sistcm penghargaan dengan biaya minimal, dan memotivasi pegawai meningkatkan kinelja, misalnya mengadakan acara kebexsarnann diluar kantor beserta seluruh stai

ABSTRACT

There are so many efforts have been done by the government in order to provide a thorough, high quality, and affordable health services to any level of community in Indonesia. However, the effort has not yet been accomplished comprehensively and can not be optimal to enforce the increasing of the level of community's health. People's expectation on the hospital services is that hospital can provide an effective and a satisfaction services to everyone who visit and utilizing the hospital. Therefore, outstanding human resources are needed.

To organize and manage the human resource in the institution is not a simply as turning the palm of the hand, as there are so many important factors are related that need to consider. One of the factors is the working mtisfaction. It is known that working satisfaction will influence the working performance, and a low working satisfaction can be a sign of organization devastation

The study has aim on exploring the description on working satisfaction of employees at the DR. A. K. Gani Hospital (AKGH) of Palembang, using self-filling questionnaire in order to know the perception, and working satisfaction that assessed by looking at the expected and facts of leadership, task, communication and reward. In-depth interview and focused group discussion (FGD) are carried out toward head of section, head of polyclinic, and member of implementer, in order to get continuation on the result of quantitative data. The study is carried out between April and May 2007. The design of the study is a cross sectional with quantitative approach. All military employees are included as respondents, but only 100 civil employees are selected randomly. The study result showed that there is a different score on the average of the satisfaction level between military and civil employees. The average of

satisfaction level among military employees is 59.24% with range between 45-81.82%. While among civil employees, the average is 54.58% with range between 44.87-67.12%. Variables that significantly related with working satisfaction among military employees are: type of work, motivation, conflict, and working procedures. But, among civil employees, the variables are: length of working, education, opportunity for increasing level of working rank (promotion), and conflict.

The most dominant variable at the military employees is type of work, but in the civil employees is working evaluation. For military employees, the main priorities in relation to working satisfaction are namely: suppose the chief should involving the employees for planning the work (leadership factor), sense of liking the job/work is needed in order to give a satisfactory on working (work factor), good communication is needed to solve the problem. In the civil employees, the main priorities are: the chief should involve the employees for planning the work and should facilitate the employees to raise their rank based on their performance (leadership factor), good communication is needed to solve the problem and working evaluation should be disseminated (communication factor), sense of liking the job/work is needed in order to give a satisfactory on working, a working rotation can be use to prevent the working boringness, conformity between task and skill is an important thing (work factor).

To conclude, the managers should provide a kind of communication pathway, especially from down to top manager, such as: suggestion box, and independent small team, team evaluator, to consider a reward system with minimal cost, and enforcing motivation towards employee for increasing the work performance.

<hr>