

Analisis faktor-faktor yang berhubungan dengan kepuasan perawat terhadap sistem penilaian kinerja di rumah sakit Metropolitan Medical Centre Jakarta

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Abstrak

Dalam manajemen sumber daya manusia di rumah sakit, terdapat proses untuk mengevaluasi prestasi kerja karyawan yang dikenal dengan istilah penilaian kinerja. Beberapa faktor yang mempengaruhi keberhasilan sistem penilaian kinerja diantaranya adalah faktor peran karyawan sebagai penilai maupun yang dinilai. Untuk mengevaluasi sejauh mana sistem tersebut diterima oleh karyawan, salah satu teknik evaluasinya adalah dengan survey pendapat karyawan.

Penelitian ini bertujuan untuk mendapatkan gambaran tentang kepuasan perawat terhadap sistem penilaian kinerja. Desain yang digunakan deskriptif korelasi bersifat cross sectional, dengan metode kuantitatif dan kualitatif. Data kuantitatif diperoleh melalui instrumen pengukuran pemahaman dan kepuasan terhadap sistem penilaian kinerja, konsep yang digunakan merupakan modifikasi dari konsep-konsep penilaian kinerja dari Anderson (1993), Handoko (1995), Bernadine & Russet (1993), Steers (1985), Saydam (1996) dan Nawawi (2000). Sampel penelitian adalah 117 orang perawat pelaksana yang bekerja di Rumah Sakit Metropolitan Medical Centre Jakarta dan pernah mendapatkan penilaian kinerja. Data kualitatif diperoleh melalui Focus Group Discussion (FGD) terhadap sembilan orang perawat.

Hasil penelitian menunjukkan bahwa perawat di Rumah Sakit Metropolitan Medical Centre Jakarta menyatakan puas dengan sistem penilaian kinerja dan pemahaman tentang sistem penilaian kinerja baik. Dari analisis bivariat menunjukkan bahwa umur, masa kerja dan tingkat pemahaman berhubungan dengan kepuasan terhadap sistem penilaian kinerja. Analisis multivariat memperoleh hasil masa kerja dan tingkat pemahaman berhubungan dengan kepuasan terhadap sistem penilaian kinerja, adapun yang paling dominan hubungannya dengan kepuasan terhadap sistem penilaian kinerja adalah. tingkat pemahaman $0=0,0005$). Analisis isi tentang kepuasan terhadap sistem penilaian kinerja, perawat menyatakan sistem penilaian kinerja dikaitkan dengan imbalan, syarat mengikuti pendidikan, syarat mendapatkan fasilitas lain, diumpanbalikkan dan dapat membedakan kinerja yang baik atau tidak baik. Sedangkan yang kurang memuaskan dan perlu ditingkatkan adalah penilai yang kurang obyektif dalam memberikan penilaian, umpan balik terlambat dan kurang arahan-arahan dari penilai.

Berdasarkan hasil penelitian ini maka pihak manajemen Rumah Sakit Metropolitan Medical Centre disarankan perlu mempertahankan tingkat kepuasan dan evaluasi terhadap kepuasan hendaknya dilakukan secara berkala, karena kepuasan bukan hal yang menetap tetapi akan berubah setiap waktu sesuai dengan perubahan situasi.

.....Analysis on Factors Related With Nurses Satisfaction Toward The System of Work Evaluation at Metropolitan Medical Centre Hospital Jakarta
Discussing human resources at a hospital, there is a process to evaluate the work achievement of employee that is well known as work evaluation. Some factors effecting work evaluation success are employee's role either as appraiser or as the object of the evaluation. One of techniques to evaluate how far the system is well accepted by employee is survey of employee's opinion. This research is to obtain description on nurses' satisfaction on work evaluation system. The used design

was descriptive correlation with cross sectional, and utilized methods were qualitative and quantitative. The quantitative data was attained through instrument of understanding measurement and satisfaction on the work evaluation system, the functioned concept constituted modification of several work evaluations of Anderson (1993), Handoko (1995), Bernadine & Russel (1993), Steers (1985), Saydam (1996) and Nawawi (2000). The sample research was 117 executing nurses who work at Metropolitan Medical Centre Hospital Jakarta. They once experienced work evaluation. The qualitative data was obtained through Focus discussion group on nine hospital attendants.

The results indicated that the nurses of Metropolitan Medical Centre Hospital Jakarta were satisfied with the work evaluation system and the understanding of the work evaluation was good. The bivariat analysis implied that age, year of work, and understanding level were related with satisfaction on work evaluation system. The multivariat analysis got the results that the year of work and understanding level were connected with satisfaction on the work evaluation system, and the most dominant factor related with the satisfaction toward the system of work evaluation was the understanding level ($p < 0.0005$).

The content analysis of satisfaction work evaluation system and the nurses stated that the evaluation system connected with reward, requirement to join a training, and eligibility to get other facilities, were fed back and could differentiate which work is good or bad. Meanwhile something less satisfying and need to be enhanced was less objective grading, late feed back, and less direction of grader.

Based on the research it is recommended that the Metropolitan Medical Centre Hospital Jakarta should keep the satisfaction level and the evaluation on the satisfaction should be carried out periodically since the satisfaction is not something constant but changeable anytime as the situation drag to change.