

ABSTRACT

ANALYSIS OF MEDICAL SERVICE DISTRIBUTION'S ROLE FOR NURSES PERFORMANCE AT THE CENTRAL SURGICAL INSTALLATION OF UNDATA REGIONAL HOSPITAL PALU

Background: Incentives are important in an organization to repay the services provided by each employee and can also stimulate employees to carry out their duties and responsibilities in accordance with the operational standards provided and even exceed the target. Many hospitals still lack health workers so they have to do double work and also very unequal pay is given to medical staff who do overlapping jobs. Central Surgical Installation (IBS) at Undata Regional General Hospital (RSUD Undata) is an example of incentive distribution using indexing method but with inappropriate work results.

Objective: This study aims to analyze the Role of distribution of medical service incentive with the Performance of Nurses in the IBS RSUD Undata, Palu.

Method: this is a quantitative analysis study with a cross-sectional design of 23 IBS nurses at Undata Palu Hospital in April 2022 through a questionnaire.

Result: there is a role of the principle of justice and the principle of fairness with the performance of nurses ($p < 0.05$). There is no role of the principle of fairness on nurse performance. ($p > 0.05$). The principle of justice is the variable that most influences the performance of nurses.

Conclusion: The principle of fairness and the principle of transparency in the distribution of medical services have an effect on the performance of nurses at IBS RSUD Undata, Palu.

Keyword: *Incentives, IBS nurses, Medical Services*

INTISARI

ANALISIS PERAN PEMBAGIAN JASA PELAYANAN MEDIS DENGAN KINERJA TENAGA PERAWAT DI INSTALASI BEDAH SENTRAL RSUD UNDATA PALU

Latar belakang: Insentif merupakan hal penting dalam suatu organisasi untuk membalas jasa yang diberikan oleh setiap karyawannya dan juga bisa merangsang karyawan dalam melakukan tugas dan tanggung jawab sesuai dengan standar operasional yang diberikan bahkan melebihi target. Kenyataannya, banyak rumah sakit yang masih kekurangan tenaga kesehatan sehingga harus melakukan pekerjaan rangkap dan juga upah yang sangat tidak seimbang diberikan kepada tenaga medis yang melakukan pekerjaan yang tumpang tindih. Instalasi Bedah Sentral di RSUD Undata merupakan salah satu contoh pembagian insentif menggunakan metode indexing dengan pekerjaan dan hasil yang tidak sesuai.

Tujuan Penelitian: Penelitian ini bertujuan untuk menganalisis Peran Jasa Pelayanan Medis dengan Kinerja Perawat di Instalasi Bedah Sentral RSUD Undata Palu.

Metode: penelitian kuantitatif terhadap 23 perawat IBS di RS Undata Palu pada bulan April 2022 melalui kuesioner.

Hasil: terdapat peran dari prinsip keadilan dan prinsip kewajaran dengan kinerja perawat ($p < 0,05$). Tidak terdapat peran dari prinsip kewajaran terhadap kinerja perawat. ($p > 0,05$). Prinsip keadilan merupakan variabel yang paling berpengaruh terhadap kinerja perawat.

Kesimpulan: Prinsip keadilan dan prinsip transparansi dalam pembagian jasa pelayanan medis berpengaruh terhadap kinerja perawat di IBS RSUD Undata Palu.

Kata Kunci: insentif, perawat, kinerja