

INTISARI

Latar belakang: Rumahsakit pemerintah merupakan sarana sosial dan juga bersifat non profit making sehingga pengelolaannya terkesan kurang profesional. Kondisi seperti ini rumah sakit pemerintah dituntut untuk selalu berusaha meningkatkan mutu pelayanan yang lebih profesional dengan biaya yang terjangkau sesuai misi yang diembannya. Penelitian ini bertujuan sebagai bahan pertimbangan untuk menentukan kebijakan operasional dalam rangka meningkatkan mutu pelayanan keperawatan.

Tujuan: Mempelajari persepsi karyawan dalam keterkaitan antara peralatan, biaya dan interaksi terhadap mutu pelayanan keperawatan di rumahsakit Aloe Saboe Gorontalo.

Metode penelitian: Metode yang digunakan dalam penelitian ini adalah deskriptif sedang jenis penelitian yang digunakan adalah penelitian evaluasi (*Evaluation study*). Dalam penelitian ini akan menjaring persepsi responden tentang mutu pelayanan keperawatan di rumahsakit Aloe Saboe Gorontalo. Data akan dijaring dengan menggunakan angket dan pedoman wawancara. Analisa data jenis penelitian evaluasi menggunakan analisis tabulasi silang.

Hasil penelitian: Secara keseluruhan dapat disimpulkan dari 81 responden menyatakan: 1) terdapat 30 responden (37%) menyatakan bahwa mutu pelayanan keperawatan di rumahsakit Aloe Saboe tidak baik dan 51 responden (63%) menyatakan bahwa mutu pelayanan keperawatan di rumahsakit Aloe Saboe baik. 2) faktor peralatan terhadap mutu pelayanan keperawatan di rumahsakit Aloe Saboe 50 orang (61,7%) menyatakan tidak baik dan 31 orang (38,3%) menyatakan baik. 3) Untuk faktor pembiayaan responden menyatakan, ada 54 orang (66,7%) menyatakan pembiayaan tidak dikelola dengan baik, sedangkan 27 orang (33,3%) menyatakan bahwa pembiayaan telah dikelola dengan baik. 4) faktor interaksi ada 23 orang (28,4%) menyatakan faktor interaksi tidak baik, dan 58 orang (71,6%) menyatakan faktor interaksi sudah baik.

Kesimpulan: Berdasarkan hasil penelitian dapat ditarik suatu kesimpulan sebagai berikut: 1. Persepsi karyawan rumahsakit Aloe Saboe terhadap mutu pelayanan keperawatan secara keseluruhan sudah baik, namun ini belum sesuai dengan standar mutu pelayanan keperawatan, hal ini disebabkan oleh masih kurangnya kesamaan persepsi karyawan tentang standar mutu pelayanan keperawatan, 2. Karyawan mempersepsikan kurang baik peralatan penunjang pelayanan keperawatan di rumahsakit Aloe Saboe Gorontalo, 3. Biaya operasional dan kesejahteraan pegawai dipersepsikan kurang baik menurut pegawai di rumahsakit

Aloei Saboe Gorontalo dan 4. Faktor interaksi perawat-pasien dipersepsikan baik menurut pegawai di rumahsakit Aloei Saboe Gorontalo.

Kata kunci : Persepsi, karyawan , mutu pelayanan keperawatan.

ABSTRACT

Background: Government owned hospital is a social facility that oriented in non profit making so that the organization seems not too professional. According to this condition, government owned hospital is demanded to be always improving a more professional service quality with achieved funding that is suitable with the executed mission. This research was aimed as a consideration for determine the operational policy in order to improve treatment service quality.

Objective: Learning perception of employee in relationship with equipment, funding and interaction toward treatment service quality in government owned hospital of Aloei Saboe Gorontalo.

Method: This research was using descriptive method and the type of it was evaluation study. It was intended to embrace perception of respondents about treatment service quality in government owned hospital of Aloei Saboe, Gorontalo. Data was obtained by using questioner and interview guidance. Data analysis of evaluation study type used cross tabulation analysis.

Result: Generally, it can be concluded that 81 respondents stated that: 1) there was 30 respondents (37%) who stated that treatment service quality in the hospital of Aloei Saboe was not good and 51 respondents (63%) stated that the treatment service quality in the hospital was good. 2) there was 50 people (61,7%) who stated that equipment factor toward treatment service quality in the hospital of Aloei Saboe was not good and 31 people (38,3%) stated good. 3) there was 54 people (66,7%) who stated that the funding was not well organized, while 27 people (33,3%) stated that the funding was well organized. 4) there was 23 people (28,4%) who stated that the interaction factor was not good, and 58 people (71,6%) who stated that the interaction factor was good.

Conclusion: Based on the result of this research, it can be concluded that: 1. Employees' perception of Aloei Saboe hospital toward treatment service quality in general was good although still not suitable with the treatment service standard, and this was caused by the lack of perception similarity about treatment service quality standard. 2. Employees' had perception that the supporting equipment of treatment service in the hospital of Aloei Saboe Gorontalo was not really good. 3. Employees' operational and welfare fees

was not really good according to the employees of the hospital and 4. Interaction factor of nurse-patient was good according to the employees in the hospital.

Keyword: Perception, employee, treatment service quality