

INTISARI

Sumber daya manusia merupakan unsur penting dalam penyediaan pelayanan kesehatan yang berkualitas. Oleh karena itu, perlu perhatian khusus melalui pemberian remunerasi finansial. Remunerasi perlu diterapkan dalam manajemen rumah sakit karena menyangkut biaya kehidupan dan penghidupan seluruh karyawan. Remunerasi adalah hak yang wajar diterima oleh pegawai sebagaimana telah diatur dalam UU No. 44/2009 tentang Rumah Sakit. Sistem remunerasi harus diatur sedemikian rupa sehingga jelas dan terkendali pelaksanaannya, yang akan menjamin rasa aman, berharga, serta rasa adil bagi pegawai (lampiran Kepmenkes No. 625/Menkes/SK/V/2010). Ketika sistem remunerasi tidak adil dan tidak layak, maka akan menimbulkan kecemburuan sosial antar pegawai. Penelitian ini bertujuan untuk menganalisis sistem remunerasi RSUD Sumberrejo ditinjau dari ekspektasi dan kepuasan pegawai. Penelitian dilakukan dengan pendekatan kualitatif dengan rancangan penelitian secara cross-sectional.

Proses penyusunan sistem remunerasi RSUD Sumberrejo telah melibatkan berbagai pihak terkait baik dari perwakilan unit maupun perwakilan dari berbagai profesi. Sistem remunerasi RSUD Sumberrejo terdiri dari dua pola pokok yaitu Jasa Langsung (66%) dan Jasa Tidak Langsung (34%). Jasa Langsung yaitu persentase jasa yang diberikan langsung kepada unit yang didasarkan pada pendapatan dari unit masing-masing. Sedangkan Jasa Tidak Langsung dibagikan ke Direktur (6%) dan sisanya diberikan kepada seluruh pegawai dengan menggunakan sistem *indeksing* yang telah mempertimbangkan pada: *basic index* (gaji pokok), *competency index*, *risk index*, *emergency index*, *position index*, dan *performance index*. Berdasarkan hasil wawancara dengan informan, sistem remunerasi belum memenuhi ekspektasi dan kepuasan pegawai. Oleh karena itu, masih perlu beberapa pembenahan terkait pelaksanaan sistem remunerasi RSUD Sumberrejo.

Kata kunci: sistem administrasi rumah sakit, remunerasi, ekspektasi dan kepuasan pegawai

ABSTRACT

Human resources is an important element in the provision of quality health services. Therefore, it needs special attention through the granting of financial remuneration. Remuneration needs to be applied in the hospital management due to cost concerns the lives and livelihoods of all employees. Remuneration is reasonable rights received by employees as stipulated in Act No. 44/2009 about the Hospital. The remuneration system must be arranged so that clear and controlled its implementation, which will ensure a sense of security, precious and fair for employees (appendix Health Minister Decree No. 625/Menkes/SK/V/2010). When the remuneration system is unfair and improper, it will cause social jealousy among employees. This study aimed to analyze the remuneration system Regional Public Hospital Sumberrejo in terms of expectations and satisfaction of employees. The study was conducted with a qualitative approach to the study design is cross-sectional.

The process of drafting a remuneration system Regional Public Hospital Sumberrejo have been involve multiple stakeholders both from representatives of the unit as well as representatives of various professions. Regional Public Hospital Sumberrejo remuneration system consists of two principal pattern i.e. Direct Services (66%) and Indirect Services (34%). Direct services are services provided directly to the unit that is based on the income from each unit. While indirect services are divided to the Director (6%) and the rest is given to all employees using an indexing system has been considering on: basic index (base salary), competency index, risk index, emergency index, position index, and performance index. Based on interviews with informants, the remuneration system has not met expectations and employee satisfaction. Therefore, it still needs some improvements related remuneration system implementation Regional Public Hospital Sumberrejo.

Keywords: hospital administration system, remuneration, expectations and satisfaction of employees