

ABSTRAK

Latar belakang : Salah satu komponen utama pada pelayanan kesehatan adalah pelayanan keperawatan. Diperkirakan 40–60% pelayanan kesehatan di rumah sakit merupakan pelayanan keperawatan. Berdasarkan hasil survei pengukuran indek kepuasan masyarakat (IKM) tahun 2014 menunjukkan bahwa kurangnya kinerja perawat terutama pada pelayanan rawat jalan sehingga mengakibatkan ketidakpuasan pasien. Masalah kinerja perawat yang lain seperti citra kurang baik, kurang ramah.

Tujuan Penelitian: Untuk mengeksplorasi faktor-faktor intrinsik dan ekstrinsik yang mempengaruhi kerja perawat instalasi rawat jalan di Rumah Sakit Umum Daerah Prof. DR. H. M. Chatib Quzwain Sarolangun.

Metode: Rancangan penelitian ini menggunakan pendekatan eksploratif dengan metode kualitatif dan disain studi kasus, subyek penelitian ini adalah Direktur rumah sakit, kepala tatausaha, Kabid Keperawatan, Perawat masing-masing 1 orang dari lima instalasi rawat jalan. Subjek penelitian diambil dengan metode *purposive sampling*. pengumpulan data dengan panduan wawancara mendalam, dan pengamatan langsung jika diperlukan.

Hasil : Hasil Penelitian ini menemukan faktor-faktor yang mempengaruhi kinerja perawat di instalasi rawat jalan, yaitu faktor intrinsik dan faktor ekstrinsik. Faktor intrinsik yang mempengaruhi kinerja perawat diantaranya tanggung jawab dan pelatihan. Faktor ekstrinsik yang mempengaruhi kinerja perawat diantaranya insentif, atasan/pimpinan, kebijakan dan kondisi lingkungan kerja.

Kesimpulan : Kurangnya tanggung jawab dan pelatihan perawat, sehingga menyebabkan proses pelayanan kesehatan di instalasi rawat jalan tidak berjalan dengan optimal. Ditambah lagi dengan kurangnya pembayaran insentif, pimpinan yang kurang tegas, kebijakan penilaian kinerja yang kurang efektif dan kondisi sarana lingkungan kerja yang kurang memadai menjadi kendala bagi perawat dalam menyelesaikan suatu pekerjaan.

Kata kunci : kinerja perawat, instalasi rawat jalan

ABSTRACT

Background: The need for quality health services to the demands of society in the era of globalization and free competition. Hospital many people complain because the service kurangbaik. People are now more aware of their rights as consumers of health so that they are often critically questioned about the disease, examination, treatment, care, and actions to be taken. Hospitals need to improve service quality in line with the demands of society, especially in outpatient installation, therefore the hospital should pay attention to patients' rights and the obligation to fulfill it. So the hospital must have rules and regulations related to professional services in accordance with the standards berlaku. Surfe outcome measurement of community satisfaction index (IKM) in 2014 showed that the performance of his lack of nurses, especially in outpatient services, resulting in dissatisfaction of patients. The performance of other problems such as the image of nurseswho are less good, less friendly.

Objective: To explore the factors that influence the intrinsic and extrinsic installation outpatient nurses working in the Regional General Hospital Prof. DR. H. M. Chatib Quzwain Sarolangun.

Methods: The study design using explorative approach with a qualitative method and design of case studies, this research subject is the Director of the hospital, the head of Business Management, Head of Nursing, Nurse of each one of the five outpatient installation. Subjects were taken by purposive sampling method. manual data collection with in-depth interviews and direct observation if necessary.

Results: The study found the factors that affect the performance of nurses in outpatient installations, namely intrinsic and extrinsic factors. Intrinsic factors that affect performance include the responsibility of nurses and training. Extrinsic factors that affect performance include incentives nurse, supervisor / leadership, policy and working conditions.

Conclusion: The lack of responsibility and training of nurses, thus causing the process of health care in outpatient installation is not running optimally. Coupled with less nyapembayaran incentives, less assertive leadership, performance assessment policy ineffective and conditions of working environment means inadequate become obstacles for nurses in completing a job.

Keywords: nurse performance, installation of outpatient