

## Persepsi tentang kompetensi dan motivasi kerja pegawai pada unit pelayanan kesehatan terhadap kepuasan pelayanan kesehatan pegawai sekretariat Jendral DPR RI

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### Abstrak

The Indonesian 1945 Constitution Article 34 item 3 stipulated that the state is responsible for providing proper health service and public facilities. Based on that, the government attempts to maintain and improve the health quality of the people by building medical service facilities in public areas and working premises. The Secretariat of the DPR RI as part of the government initiative has a medical service unit that provides health care for the DPR Members and their family, as well as for the employees and their family.

In the effort to give a better health care for the employees of the DPR Secretariat, the proponent has conducted a research on the perception on the competence and the motivation of the medical service staff towards the health care they provided for DPR Secretariat employees.

This research was made triggered by increased complaints from the employees who are not satisfied for the service.

The research is made through perceptional method negating the measurement through assessment test. Primary and secondary data was collected by conducting interviews and distributing questioners. The respondents were ranked officials of the DPR Secretariat, the medical service staff, staff of the Bureau of Session, and also DPR Members. The theoretical frameworks are theories on competence, motivation and public services. Method used is qualitative descriptive.

The finding of the research shows that competence of the medical services staff is not adequate. Although their competence, knowledge and skill are sufficient, but the competence of their attitude and behavior in providing services to the clients, the DPR employees, is relatively poor, so is their work motivation. They are mainly providing service based on obligation rather than the motivation to provide health care.

This research also found that poor motivation of most medical service staff is caused by the absence of objective, and the unfulfilled needs of the staff. Their position as functional staff with specific skill and scope of duties has limited them to take a structural position or be promoted or mutated to other units. If feels a need to give them a particular reward to enhance their motivation.

These researches conclude that those two factors widely affect the level of satisfaction of the DPR Secretariat employees towards medical services. Their low motivation contributes to the poor competence of attitude and behavior in providing services to client/patients. In giving the services, the medical service staff simply do things based on their education and skill, rather than providing services based on inter personal matters as required in any medical service.