

Implementasi modul dan analisis efektivitas penilaian kinerja pegawai bagi manajemen rumah sakit studi kasus rumah sakit kanker dharmais = Module implementation and effectiveness analysis of employee performance appraisal for hospital management a case study of dharmais cancer hospital

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Abstrak

Rumah Sakit Kanker Dharmais sebagai instansi pelayanan publik harus dapat menjaga mutu pelayanannya. Salah satu cara dalam menjaga mutu pelayanan rumah sakit adalah dengan menjaga performa kinerja setiap pegawainya dengan melakukan penilaian kinerja. Penilaian kinerja adalah proses manajemen melakukan penilaian terhadap pegawai dalam melaksanakan pekerjaannya. Penilaian kinerja memiliki tujuan untuk evaluasi penentuan imbalan dan kenaikan pangkat dan pengembangan pegawai peningkatan kinerja dan karir. Tujuan penelitian ini adalah 1 Mengumpulkan data dan dokumen yang berkaitan dengan penilaian kinerja pegawai 1 Merancang modul penilaian kinerja individu RSK Dharmais berbasis web 2 Mengimplementasikan rancangan modul ke dalam kode program 3 Mengevaluasi efektivitas penilaian kinerja individu RSK Dharmais 4 Menghasilkan saran untuk pengembangan penilaian kinerja individu RSK Dharmais selanjutnya. Penelitian ini menggunakan pendekatan kualitatif. Pembangunan modul menggunakan bahasa pemrograman PHP dan DBMS MySQL. Analisis efektivitas sistem penilaian kinerja dilakukan terhadap dua aspek yaitu aspek perancangan sistem tujuan keterlibatan karyawan pelatihan penilai kepraktisan relevansi akseptabilitas sensitivitas dan reliabilitas dan aspek pendukung sistem dukungan top manajemen keterkaitan dengan imbalan dan review terhadap sistem. Hasil analisis menemukan bahwa dari aspek perancangan penilaian kinerja RSK Dharmais kurang relevan dan reliabel sedangkan dari aspek pendukung semua kriterianya sudah terpenuhi.

.....Dharmais Cancer Hospital RSK Dharmais as one of health service providers is required to maintain its service quality. One of the strategies to maintain the quality of hospital services is by monitoring employee's performance by applying performance appraisal to the employees. Performance appraisal is a management process that assesses employees while they are performing their works. Performance appraisal has two purposes: i.e. for evaluational purpose to determine the remuneration and promotion and development purpose to improve employee's performance and career. The purposes of this research are: 1 Designing a web based module of RSK Dharmais performance appraisal 2 Implementing the module design into a program 3 Evaluating the effectiveness of RSK Dharmais performance appraisal 4 Generating suggestions for the development of RSK Dharmais performance appraisal. This study uses qualitative approach. The system development of this research uses PHP as programming language and MySQL as DBMS. Analysis of performance appraisal is conducted on two aspects: namely the effectiveness of the system design goals, employee involvement, evaluator training, practicality, relevance, acceptability, sensitivity, and reliability, and the effectiveness of system support, top management support, linkage with reward and review of the system. The analysis finds that from the aspect of design, this performance appraisal is less relevant and reliable, meanwhile all aspects of system support are met.