

# Produktivitas PNS tenaga kesehatan di Puskesmas berdasarkan riset ketenagaan di Bidang Kesehatan 2017: Analisis multilevel = Productivity of government health worker in primary health centers based on health workforce research 2017: Multilevel Analysis

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## Abstrak

### **ABSTRAK**

Penelitian ini bertujuan untuk menentukan produktivitas PNS tenaga kesehatan dengan faktor-faktor yang berhubungan berdasarkan Riset ketenagaan di bidang kesehatan 2017 (Risnakes) secara multilevel. Selain itu dinilai juga hubungan produktivitas PNS tenaga kesehatan dengan ketanggapan dan kepuasan pasien, serta dengan efisiensi tenaga kesehatan. Penelitian ini adalah analisis lanjut menggunakan data time study Risnakes 2017, untuk menilai produktivitas waktu produktif per waktu tersedia (waktu produktif) dan produktivitas waktu pelayanan per satu pasien (waktu pelayanan per pasien). Waktu produktif diambil dari aktifitas UKM, UKP, produktif lainnya dan non produktif. Rerata produktivitas waktu produktif adalah 83,4%, dan variasinya ditentukan oleh beda antar Puskesmas dan beda antar dinas kesehatan kabupaten/kota. Hasil mendapatkan aktivitas UKM paling rendah di Puskesmas. Sementara produktivitas waktu pelayanan per pasien adalah 9,84 menit per pasien dan variasinya ditentukan oleh beda antar Puskesmas. Beberapa variabel dan komposit dari ketanggapan dan kepuasan pasien rawat jalan berhubungan dengan produktivitas waktu produktif. Efisiensi eknis PNS tenaga kesehatan waktu produktif hanya sebesar 68% akibat adanya inefisiensi teknis. Sementara efisiensi PNS waktu pelayanan per pasien mencapai 98% dimana random error lebih dominan. Kesimpulan didapatkan bahwa Puskesmas dan dinas kesehatan berperan menentukan variasi produktivitas PNS tenaga kesehatan, dimana produktivitas UKM adalah yang terendah. Inefisiensi teknis ditemukan pada produktivitas PNS tenaga kesehatan waktu produktif namun random error berperan pada produktivitas waktu pelayanan per pasien.

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### **ABSTRACT**

This study aims to determine the productivity of employees government (PNS) health workers with related factors based Labour Research in health sector (Risnakes) 2017 with multilevel analysis. Besides that, it was assessed too the relationship between the productivity with the responsiveness and satisfaction of patients, and with the efficiency of health workers. This study was an advance analysis based on time study data of Risnakes 2017, to assess the productivity of productive time per available time (productive time) and service time productivity per patient (service time per patient). Productive time was identified from activities of UKM, UKP, other productive and non-productive activities. The average productivity of productive time" was 83.4%, and the variation was determined by the difference between Puskesmas and difference between district / city health offices. The results got the lowest UKM activity in the health center. While the productivity of service time per patient was 9.84 minutes per patient and the variation was determined by the difference between Puskesmas. Several variables and composites of outpatient responsiveness and satisfaction are associated with productive time productivity. The technical efficiency of PNS health worker "productive time" is only 68% due to technical inefficiencies. While the efficiency of civil servants service

time per patient reaches 98% where random error was more dominant. The conclusion was that the Puskesmas and health offices played a role in determining the variation in the productivity of PNS health workers, where the productivity of UKM was the lowest. Technical definitions were found in the productivity of health service civil servants in productive time but random error plays a role in productivity service time per patient.