

## Proses penilaian penampilan kerja rumah sakit dalam upaya meningkatkan mutu pelayanan di RSUD Kab. Bekasi

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### Abstrak

Penilaian penampilan kerja Rumah Sakit merupakan salah satu upaya dalam rangka menilai dan meningkatkan mutu pelayanan Rumah Sakit. Prosesnya menggunakan indikator-indikator berdasarkan struktur, proses dan outcome Rumah Sakit, juga standar, sistem dan prosedur pelayanan medis dan manajemen pasien serta melibatkan sumberdaya manusia yang terlibat didalam sistem informasi manajemen Rumah Sakit. Sumberdaya manusia mempunyai peranan yang sangat penting karena didalam mencapai tujuan, cita-cita serta misinya, Rumah Sakit sangat tergantung dari tingkat kompetensi, jumlah serta perilaku tenaga yang bekerja didalamnya.

Penelitian ini merupakan penelitian kualitatif yang bersifat deskriptif dan analitis untuk melihat faktor-faktor yang berhubungan dengan proses penilaian penampilan kerja Rumah Sakit di R.S.U.D. Kab. Bekasi, dengan melakukan wawancara dan memberikan kuesioner terhadap seluruh petugas pencatatan dan pelaporan yang ada pada unit-unit kerja, juga melakukan penelusuran data thn.1992 s/d 1994.

Faktor peranan atasan langsung, peranan petugas dan peranan koordinasi merupakan faktor-faktor yang sangat berhubungan dengan proses penilaian penampilan kerja Rumah Sakit.

Disarankan dibentuk. Kelompok Kerja yang bertugas membantu pimpinan Rumah Sakit dalam memantau dan mengupayakan peningkatan kualitas sumberdaya manusia terutama yang terkait dengan sistem informasi manajemen, juga kelengkapan sarana-sarana penunjangnya.

*The Hospital Work Presentation Evaluation in the means of increasing the service quality in the R.S.U.D at the District of Bekasi. The Hospital Work presentation evaluation is one of the means in evaluating and increasing the Hospital service quality. The process is using all the indicators based upon the structure, the process and the outcome of the Hospital and also the standard system and procedure of the medical service, the patient management, and to include the human resource that to be involved in the Hospital management. The human resource is no doubt possessing a very important roll due to that the goal of the Hospital mission is dependent upon the competency, the amount and the behavior of the power that works in it.*

This research is a qualitative research which is naturally descriptive and analytic to see the all factors those are connected with the Hospital work presentation evaluation process in the R.S.U.D. at the District of Bekasi, through interviewing and questioning against all the duty persons who were in charge to record and to report those were existing in the work units, and also to conduct a search through the data from 1992 up to 1994.

The direct superior roll factor, the roll of the duty persons and coordination roll are all the factors those are very connected with the Hospital work presentation evaluation.

To be suggested, to create a Working Group that holds a duty assist the Hospital Chief in observing and in taking measures for increasing the human resource, especially those are connected with the Management Information System, and also the complete outfit of the supporting facilities.</i>