

Evaluasi Sistem Penilaian Kinerja Pegawai Rumah Sakit Ibu dan Anak SamMarie Wijaya

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Abstrak

Kinerja pegawai merupakan faktor penting dalam menentukan mutu layanan rumah sakit. RSIA SamMarie Wijaya, sebagai penyedia layanan kesehatan ibu dan anak, berupaya menjaga standar kualitas pelayanan melalui sistem penilaian kinerja. Namun berdasarkan informasi penilaian kinerja di RSIA SamMarie Wijaya belum pernah dilakukan evaluasi sehingga tidak diketahui sejauh mana efektivitas sistem penilaian kinerja yang ada saat ini. Penelitian ini bertujuan untuk mengevaluasi sistem penilaian kinerja pegawai menggunakan pendekatan Input-Process-Output (IPO). Penelitian dilakukan secara kualitatif melalui wawancara mendalam dan telaah dokumen dengan informan kunci seperti wakil direktur, staf SDM dan pegawai. Hasil penelitian menunjukkan adanya ketidaksesuaian antara SPO dan praktik di lapangan, belum adanya self-assessment, indikator penilaian terlalu umum, dan belum optimalnya penggunaan hasil penilaian kinerja. Disarankan agar dilakukan pembaruan SPO, penyusunan indikator yang lebih spesifik, pelibatan pegawai melalui self-assessment untuk meningkatkan kredibilitas sistem penilaian dan mengintegrasikan hasil penilaian dengan sistem reward dan pelatihan.

Employee performance is a crucial factor in determining the quality of hospital services. SamMarie Wijaya Mother and Child Hospital (RSIA SamMarie Wijaya), as a provider of maternal and child healthcare services, strives to maintain service quality standards through a performance appraisal system. However, based on available information, the performance appraisal system at RSIA SamMarie Wijaya has never been formally evaluated, making the effectiveness of the current system unknown. This study aims to evaluate the employee performance appraisal system using the Input-Process-Output (IPO) approach. The research was conducted qualitatively through in-depth interviews and document reviews with key informants such as the deputy director, HR staff, and employees. The results show discrepancies between standard operating procedures (SOPs) and actual practices, the absence of self-assessment, overly general performance indicators, and suboptimal utilization of performance appraisal results. It is recommended to revise the SOPs, develop more specific indicators, involve employees through self-assessment to enhance the credibility of the appraisal system, and integrate the results with reward and training systems.