

INTISARI

PENGARUH PERSEPSI KARYAWAN TENTANG JASA PELAYANAN DAN TUNJANGAN TERHADAP KINERJA KARYAWAN DI RUMAH SAKIT UMUM DAERAH PANEMBAHAN SENOPATI BANTUL

Latar belakang: Rumah sakit pemerintah daerah yang telah menjadi BLUD dapat memungut biaya kepada masyarakat sebagai imbalan atas barang/jasa layanan yang diberikan. Imbalan atas barang/jasa layanan yang diberikan tersebut ditetapkan dalam bentuk tarif dari setiap jenis pelayanan dan kelas perawatan.

Tujuan penelitian: Untuk mengetahui pengaruh persepsi karyawan tentang jasa pelayanan dan tunjangan terhadap kinerja karyawan di Rumah Sakit Umum Daerah Panembahan Senopati Bantul.

Metode: Penelitian ini adalah penelitian deskriptif kuantitatif dengan rancangan penelitian korelasional Populasi yang digunakan dalam penelitian ini seluruh karyawan RSUD Panembahan Senopati Bantul yaitu sebanyak 837 orang. Sampel penelitian ini sebanyak 89 orang dengan teknik pengambilan sampel yaitu *purposive sampling*. Analisis data menggunakan analisis regresi.

Hasil: Persepsi karyawan tentang jasa pelayanan berpengaruh positif dan signifikan terhadap kinerja karyawan. Tunjangan berpengaruh positif dan signifikan terhadap kinerja karyawan. Persepsi karyawan tentang jasa pelayanan dan tunjangan berpengaruh positif dan signifikan terhadap kinerja karyawan di RSUD Panembahan Senopati Bantul. Besarnya kontribusi jasa tidak langsung dan tunjangan sebesar 75,1%.

Kata kunci: Jasa pelayanan, Tunjangan dan Kinerja Karyawan

ABSTRACT

THE INFLUENCE PERCEPTION OF EMPLOYEES ABOUT SERVICES AND BENEFITS TO EMPLOYEE PERFORMANCE IN GENERAL HOSPITAL OF PANEMBAHAN SENOPATI BANTUL DISTRICT

Background: *Local government hospitals that have become BLUD may collect fees to the community in exchange for goods/services provided. Rewards for the goods/services provided are stipulated in the tariff of each type of service and class of care.*

Research Purposes: *This study was conducted to determine the effect of perception of employees about services and benefits on employee performance at General Hospital Panembahan Senopati Bantul.*

Methods: *This research was descriptive quantitative research with correlational research design. Population used in this research was all employees of RSUD Panembahan Senopati Bantul as number of 837 people. The sample of this research was 89 people with sampling technique namely purposive sampling. Data analysis used regression analysis.*

Result: *The result of research indicate that perception of employees about services have positive and significant effect to employee performance. Benefits have a positive and significant effect on employee performance. Perception of employees about services and benefits have a positive and significant effect on employee performance in General Hospital of Panembahan Senopati Bantul. The amount of indirect service and benefit contribution is 75.1%.*

Keywords: *Perception of Employees about services, Employee Benefits and Performance*