

Apakah Partisipasi dan Komitmen Organisasi Mampu Memperbaiki Kinerja Karyawan dalam Proses Akreditasi Rumah Sakit?

Jivita Catleya Basarah

Magister Adiministrasi Rumah Sakit, Ilmu-Ilmu Kesehatan, Universitas Esa Unggul

ABSTRAK

Persepsi akan manfaat akreditasi yang baik merupakan salah satu faktor yang dapat mempengaruhi kinerja dalam proses akreditasi untuk mencapai hasil akreditasi rumah sakit yang baik dan kontinyu. RSIA X merupakan rumah sakit khusus ibu dan anak belum terakreditasi paripurna selama 11 tahun berdiri, dimana pada pra-survey ditemukan rendahnya persepsi manfaat akreditasi, partisipasi, dan komitmen organisasi serta kinerja proses akreditasi yang tidak mencapai target. **Tujuan** dari penelitian ini untuk menganalisis pengaruh persepsi manfaat akreditasi terhadap kinerja karyawan dalam proses akreditasi. **Metode** penelitian dilakukan dengan survey analitik kausalitas dengan pendekatan kuantitatif *cross sectional* dengan uji hipotesis analisis jalur. Pengambilan sampel dilakukan secara *purposive sampling* pada tenaga kesehatan RSIA X. **Hasil penelitian** menemukan persepsi manfaat akreditasi berpengaruh positif dan signifikan melalui mediasi partisipasi dan komitmen terhadap kinerja. Pengaruh persepsi manfaat akreditasi, partisipasi dan komitmen organisasi terhadap kinerja karyawan sebesar 46,9%. **Implikasi** penelitian terhadap manajemen RS adalah dengan optimalisasi kinerja proses akreditasi melalui peningkatan persepsi manfaat akreditasi menggunakan pelatihan, *sharing*, pengkajian, pemberian penghargaan serta monitoring & evaluasi yang melibatkan seluruh karyawan. Sehingga peningkatan partisipasi, komitmen organisasi dan kinerja karyawan dalam proses akreditasi dapat dicapai melalui peningkatan pemahaman dan pandangan untuk mencapai akreditasi paripurna.

Kata kunci: Persepsi manfaat akreditasi, partisipasi, komitmen organisasi, kinerja karyawan, akreditasi rumah sakit

The Impact of Perceived Accreditation Benefits on Performance : the Mediating Role of Participation and Organizational Commitment in Hospital Accreditation Process

Jivita Catleya Basarah

Abstract

Good perceptions on accreditation has an important role to play in achieving five star accreditation and the continuity of the implementation of accreditation. RSIA X is a mother and children hospital who had not been fully accredited for 11 years of existence. In the pre-survey, we found that the problem, a low perception of the benefits of accreditation, participation and organizational commitment, as well as the performance of the accreditation process that did not meet the target. The purpose of this study was to analyze the impact of the perceived benefits of accreditation on the performance of employees in the accreditation process. The research method used was a causal analysis study with a cross-section quantitative approach and a path analysis hypothesis test. The sample was taken by means of an objective sampling of RSIA X health personnel. The results found that the perception of the benefits of accreditation had a positive and significant effect through mediation of participation and commitment to performance. The impact of the perceived benefits of accreditation, participation and organizational commitment on employee performance is 46.9 per cent. The research implications for hospital management are to optimize the performance of the accreditation process by increasing the perception of the benefits of accreditation through training, sharing, assessment, award and monitoring and evaluation involving all employees. Increased participation, organizational commitment and employee performance in the accreditation process can be achieved through increased understanding and insight to achieve full (five star) accreditation.

Keywords: Perception of accreditation benefits, Employee Performance, Participation, Organizational Commitment, Hospital Accreditation