

GAMBARAN TINGKAT KEPUASAN KERJA DAN KINERJA PETUGAS REKAM MEDIS

DI RUMAH SAKIT PKU MUHAMMADIYAH BANTUL

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INTISARI

Latar Belakang : Kepuasan kerja adalah pandangan atau perasaan karyawan terhadap pekerjaan mereka, yang mencakup faktor-faktor seperti kondisi tempat kerja, hubungan dengan rekan kerja, gaji, serta aspek-aspek psikologis lainnya. Peneliti menunjukkan bahwa kepuasan kerja berperan penting dalam meningkatkan kinerja karyawan, kinerja merupakan indikator dari hasil yang diperoleh oleh pegawai dalam menjalankan tugas yang telah ditetapkan untuk mereka.

Tujuan Penelitian : Mengetahui tingkat kepuasan kerja dan kinerja petugas rekam medis di Rumah Sakit Umum PKU Muhammadiyah Bantul

Metode Penelitian : Metode penelitian ini menggunakan penelitian kuantitatif dengan pendekatan deskriptif. Teknik sampel yang digunakan yaitu *total sampling* (sampel jenuh) dengan jumlah sampel 30 orang. Instrumen pengumpulan data dengan kuesioner, analisis data menggunakan uji univariat.

Hasil Penelitian : Hasil analisis univariat mengenai kepuasan kerja menunjukkan bahwa petugas rekam medis masuk dalam kategori puas yang memiliki skor indeks interpretasi tingkat kepuasan yang memasuki rentang angka 66-77,8%. Dan kinerja petugas rekam medis tergolong baik dengan skor indeks interpretasi yang memasuki rentang 78-82.7%.

Kesimpulan : Dari hasil penelitian dapat disimpulkan bahwa dari 5 dimensi kepuasan kerja hasil persentase tertinggi yaitu pada dimensi rekan kerja sebesar 77.8%. Sedangkan untuk kinerja petugas rekam medis dari 5 dimensi kinerja hasil persentase tertinggi yaitu pada dimensi kualitas kerja sebesar 82.7%.

Kata Kunci : Kepuasan Kerja, Kinerja, Petugas Rekam Medis

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**OVERVIEW OF JOB SATISFACTION AND PERFORMANCE LEVELS
MEDICAL RECORD OFFICER**

AT PKU MUHAMMADIYAH BANTUL HOSPITAL

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ABSTRACT

Background : Job satisfaction is an employee's view or feelings towards their job, which includes factors such as workplace conditions, relationships with coworkers, salary, and other psychological aspects. Researchers show that job satisfaction plays an important role in improving employee performance, performance is an indicator of the results obtained by employees in carrying out the tasks that have been assigned to them.

Research Objective : To determine the level of job satisfaction and performance of medical record officers at PKU Muhammadiyah Bantul General Hospital

Research Method : This research method uses quantitative research with a descriptive approach. The sample technique used is total sampling (saturated sample) with a sample of 30 people. Data collection instruments with questionnaires, data analysis using univariate tests.

Research Results : The results of the univariate analysis regarding job satisfaction show that medical records officers are in the satisfied category who have a satisfaction level interpretation index score that falls into the range of 66-77.8%. And the performance of medical records officers is classified as good with an interpretation index score that is in the range of 78-82.7%.

Conclusion : From the results of the study, it can be concluded that of the 5 dimensions of job satisfaction, the highest percentage result is in the colleague dimension of 77.8%. As for the performance of medical record officers from the 5 performance dimensions, the highest percentage result is in the work quality dimension of 82.4%.

Keywords : Job Satisfaction, Performance, Medical Record Officer

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