

ABSTRAK

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Analisis Perencanaan Operasional terhadap Pelaksanaan Kebersihan di Ruang Rawat Inap Rumah Sakit Bina Kasih Ambarawa
xi + 130 halaman + 16 tabel + 4 gambar

RSU Bina Kasih Ambarawa dalam pelayanannya masih dijumpai banyak kendala dalam hal pelaksanaan kebersihan di ruang rawat inap dimana keluhan utama pelanggan adalah tentang sarana prasarana dan kebersihan di ruang rawat inap. Tujuan penelitian ini adalah mengetahui perencanaan operasional terhadap pelaksanaan kebersihan di ruang rawat inap RSU Bina Kasih Ambarawa.

Penelitian ini menggunakan jenis penelitian kualitatif dengan metode wawancara mendalam (*Indepth Interview*) terhadap 10 subyek penelitian. Penelitian ini melibatkan 5 orang pembuat kebijakan yaitu perencanaan operasional sebagai informan utama dan 5 orang sebagai pelaksana pelaksanaan kebersihan di ruang rawat inap sebagai informan triangulasi. Analisis data menggunakan cara analisis isi (*Content Analysis*).

Hasil penelitian menunjukkan bahwa RSU Bina Kasih belum memberikan pelayanan bermutu di ruang rawat inap tentang kebersihan dan belum memberikan kenyamanan pengunjung sesuai visi dan misi. Belum adanya perencanaan operasional di ruang rawat inap tentang kebersihan. Pelaksanaan kebersihan belum berdasarkan standar pelayanan, struktur organisasi tenaga kebersihan belum ada dan uraian pekerjaan belum dilaksanakan secara maksimal, petugas kebersihan belum kompeten, pemeliharaan peralatan non medis dan ketersediaan linen, perlengkapan dan bahan habis pakai untuk kebersihan belum standar dan konsisten. Belum ada solusi untuk kebijakan jam berkunjung. Dari penelitian ini dapat ditarik kesimpulan bahwa adanya kelemahan manajemen di RSU Bina Kasih, tidak ada perencanaan operasional karena masalah anggaran, direktur tidak mengetahui anggaran operasional rumah sakit. Belum ada upaya yang konsisten untuk meningkatkan mutu dalam hal pelaksanaan kebersihan di ruang rawat inap.

Saran yang diusulkan adalah yayasan memberi kepercayaan dan kesempatan kepada direktur untuk mengelola keuangan rumah sakit, transparansi keuangan agar direktur dapat menyusun perencanaan operasional dan mengelola rumah sakit sepenuhnya. Penerapan sistem remunerasi dan perbaikan sistem di segala bidang dalam rangka meningkatkan mutu pelayanan di ruang rawat inap khususnya tentang kebersihan.

Kata Kunci : Perencanaan Operasional, Pelaksanaan Kebersihan.

Kepustakaan : 29, 1990 – 2010

ABSTRACT

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Operational Planning Analysis on Sanitation Implementation in the Inpatient Room of Bina Kasih Hospital Ambarawa

xi + 130 pages + 16 tables + 4 figures

During the service of Bina Kasih General Hospital (RSU) Ambarawa, there were still many obstacles in implementing sanitation in the inpatient room as customers main complaints were facilities and sanitation of the inpatient room. Objective of this study was to identify operational planning for the implementation of sanitation in the inpatient room of Bina Kasih general hospital Ambarawa.

This was a qualitative research using in-depth interview on 10 study subjects. This study involved 5 policy makers who were operational planners as the main informants and 5 persons as executors of the implementation of sanitation in the inpatient room as triangulation informants. Content analysis was implemented to analyze the data.

Results of the study showed that Bina Kasih general hospital had not provided the quality qualified service in the inpatient room regarding sanitation and had not provided visitors comforts in accordance to the hospital's vision and mission. No operational planning regarding inpatient room sanitation. The implementation of sanitation had not been based on the service standard. There was no cleaning service workers organizational structure and job description had not been done maximally, no competence cleaning workers. Non medical instrument maintenance and linen availability were not done consistently and according to the standard. Solution had not been reached regarding the visiting time policy. It could be concluded from the study that there were management weaknesses at Bina Kasih general hospital; there was no operational planning because of budget problem. The director had no knowledge of the hospital operational budget. There were no consistence efforts to improve the quality of sanitation implementation in the inpatient room.

It is suggested that the institution gives credence and opportunity to the director to manage hospital budget; implement budget transparency in order for the hospital director to completely organize operational planning and to manage the hospital. Application of remuneration system and system improvement in all sectors in order to increase service quality in the inpatient room especially on sanitation is needed.

Key words : Operational planning, sanitation implementation

Bibliography : 29. 1990 - 2010