

ABSTRAK

Kusmiyati

Faktor Individu, Organisasi dan Psikologis yang Berhubungan dengan Kinerja Petugas dalam Pelayanan Imunisasi Campak di Puskesmas Kota Bitung Provinsi Sulawesi Utara Tahun 2012

xiv, 107 halaman + 32 tabel + 4 gambar + 11 lampiran

Cakupan imunisasi campak di kota Bitung tahun 2008-2010 menurun berturut-turut 84,48%; 82,01%; 79,02% dan di bawah target nasional 90% sedangkan jumlah kasus campak meningkat dari 16 kasus, 33 kasus dan 15 kasus. Kondisi ini menunjukkan pelayanan imunisasi campak belum optimal. Tujuan penelitian untuk mengetahui faktor-faktor yang berhubungan dengan kinerja petugas dalam pelayanan imunisasi campak di puskesmas Kota Bitung Provinsi Sulawesi Utara.

Jenis penelitian adalah studi kuantitatif dengan metode observasional dengan pendekatan *cross sectional*. Populasi dan sampel penelitian adalah seluruh petugas imunisasi puskesmas di Kota Bitung berjumlah 49 orang. Analisis data dengan uji *rank spearman* dan regresi logistik ganda.

Hasil penelitian menunjukkan bahwa kinerja petugas dalam pelayanan imunisasi campak baik (73,5%), pengetahuan petugas tentang imunisasi baik (57,1%), persepsi petugas terhadap kepemimpinan baik (57,1%), persepsi petugas terhadap kompensasi baik (51%), motivasi petugas baik (53,1%), sarana prasarana kurang (55,1%), persepsi petugas terhadap beban kerja dalam pelayanan imunisasi ringan (51%), persepsi petugas terhadap supervisi yang dilakukan kurang (55,1%). Faktor yang berhubungan dengan kinerja petugas dalam pelayanan imunisasi campak adalah pengetahuan, sarana prasarana, persepsi beban kerja, persepsi kepemimpinan, persepsi supervisi, persepsi kompensasi dan motivasi. Faktor yang berhubungan secara bersama-sama dengan kinerja petugas dalam pelayanan imunisasi campak adalah pengetahuan (Exp.B=3,423), persepsi beban kerja (Exp.B=0,291), persepsi kepemimpinan (Exp.B=3,393) dan persepsi kompensasi (Exp.B=3,856), yang berhubungan paling kuat adalah persepsi kompensasi.

Disarankan agar dilakukan penyegaran pengetahuan, peningkatan penyuluhan dan konseling kepada orang tua, pengadaan peralatan, peningkatan pelaksanaan supervisi dan peningkatan kompensasi.

Kata Kunci : Imunisasi campak, kinerja, kompensasi, pengetahuan, kepemimpinan, beban kerja

Kepustakaan : 47 (1996-2012)

ABSTRACT

Kusmiyati

Individual, Psychological and Organizational Factors Related to the Work Performance of Health Workers in Measles Immunization Program at Primary Healthcare Centers, Bitung City, North Sulawesi

xiv, 107 pages + 32 tables + 4 figures + 11 enclosures

Coverage of Morbilli immunization in Bitung city in the period of 2008-2010 decreased; it was 84.48%, 82.01%, and 79.02% respectively, and it was below the national target of 90%. On the other hand, at the same period, the number of morbilli cases increased; it was 16 cases, 33 cases, and 15 cases respectively. This condition indicated that morbilli immunization service was not optimal. Objective of this study was to identify factors related to the work performance of health workers in morbilli immunization service in the primary healthcare centers of Bitung city, North Sulawesi province.

This was an observational and quantitative study using cross sectional approach. Study and sample population were all 49 immunization workers in the primary healthcare centers of Bitung city. Rank Spearman test and multiple logistic regressions were applied in the data analysis.

Results of the study showed that work performance of health workers in morbilli immunization service was good (73.5%), knowledge of health workers regarding immunization was good (57.1%), perception of workers on compensation was good (51.0%), motivation of health workers was good (53.1%), facilities were insufficient (55.1%), perception of health workers on workload in the immunization service was not heavy, perception of health workers on supervision was inadequate (55.1%). Factors related to work performance of health workers in morbilli immunization service were knowledge, facilities, perception on workload, perception toward leaderships, perception on supervision, perception on compensation and motivation. Factors that were, in common, related to the work performance of health workers in morbilli immunization service were knowledge (Exp B= 3.393), perception on workload (Exp B= 0.291), perception towards leadership (Exp B= 3.393), and perception on compensation (Exp B= 3.856). The strongest factor related to work performance of health workers in morbilli immunization service was perception on compensation.

It is suggested to do knowledge refreshing, to improve education activity and counseling to parents, to supply instruments, to improve the implementation of supervision, and to increase compensation.

Key words : morbilli immunization, work performance, compensation,
knowledge, leadership, workload

Bibliography : 47 (1996-2012)