

ABSTRAK

Moh. Hasyim Purwadi

Pengaruh Persepsi Tenaga Medis dan Paramedis tentang Praktek Kepemimpinan terhadap Persepsi Mutu Pelayanan di Ruang Perinatal RSUD Kraton Kabupaten Pekalongan

xviii + 92 halaman + 29 tabel + 9 gambar + 5 lampiran

Pelayanan perinatal merupakan salah satu pelayanan unggulan di RSUD Kraton. Keterbatasan tenaga kesehatan terlatih dan kurangnya peralatan serta kurangnya dukungan pimpinan terhadap rumah sakit sayang bayi merupakan permasalahan yang dijumpai dalam pelayanan perinatal di RSUD Kraton. Tujuan penelitian ini adalah menganalisis pengaruh persepsi tentang praktek kepemimpinan terhadap persepsi mutu pelayanan di ruang perinatal RSUD Kraton Kab. Pekalongan.

Jenis penelitian adalah analitik kuantitatif observasional dengan pendekatan belah lintang (*cross sectional*). Pengumpulan data menggunakan kuesioner dan observasi. Populasi penelitian adalah seluruh tenaga medis dan paramedis di ruang perinatal RSUD Kraton sebanyak 36 orang. Data dianalisis dengan uji korelasi *Pearson product moment* dan *rank Spearman* dilanjutkan uji regresi logistik.

Hasil penelitian ini menunjukkan bahwa persepsi tentang praktek kepemimpinan menantang proses baik (58,3%), menginspirasi visi bersama cukup (58,3%), memberdayakan orang lain untuk berbuat baik (63,9%), menjadi model cukup (52,8%), mendorong semangat baik (50%), dan persepsi tentang mutu pelayanan baik (55,6%). Ada hubungan antara persepsi praktek kepemimpinan tentang menantang proses ($r=0,832$, $p=0,0001$), menginspirasi visi bersama ($r=0,78$, $p=0,0001$), mendorong semangat ($r=0,615$, $p=0,0001$) dan menjadi model ($r=0,445$, $p=0,007$) dengan persepsi mutu pelayanan perinatal. Tidak ada hubungan antara persepsi praktek kepemimpinan tentang memberdayakan orang lain untuk berbuat ($r=0,252$, $p=0,139$) dengan persepsi mutu pelayanan perinatal. Hasil uji regresi logistik menunjukkan bahwa persepsi praktek kepemimpinan menginspirasi visi bersama mempunyai pengaruh paling besar terhadap persepsi mutu pelayanan perinatal, diikuti praktek kepemimpinan mendorong semangat dan praktek kepemimpinan menjadi model.

Kata kunci : persepsi, praktek kepemimpinan, pelayanan perinatal, mutu pelayanan.

Daftar pustaka : 60 (1991-2011)

ABSTRACT

Moh. Hasyim Purwadi

**The Correlation between Medical and Paramedical Perception's of Leadership Practice to the Service Quality Perception in Perinatal Room Kraton Hospital, Pekalongan
xviii + 92 pages + 29 tables + 9 figures + 5 enclosures**

Perinatal service was one of priority services in Kraton district general hospital (RSUD). Insufficiency of trained health workers, instruments, and supports from leaders toward baby friendly hospital were problems faced by perinatal services in RSUD Kraton. Objective of this study was to analyze the effect of perception on leadership practice toward perception on service quality in the perinatal room of RSUD Kraton Pekalongan district.

This was an analytical and qualitative-observational study with cross sectional approach. Data were collected using questionnaire and by conducting observation. Study population was all 36 medical and paramedic staffs in perinatal room of RSUD Kraton. Pearson product moment, rank Spearman, and logistic regression tests were applied in the data analysis.

Results of the study showed that perception on leadership practice that challenged the process was good (58.3%); giving inspiration regarding to common vision was good (58.3%); being a model was sufficient (52.8%), giving motivation was good (50%), and perception on the service quality was good (55.6%). There was an association between perception on perinatal service quality and perception on leadership practice that challenged the process ($r= 0.832$, $p= 0.0001$), giving inspiration regarding to common vision ($r= 0.78$, $p= 0.0001$), giving motivation ($r= 0.615$, $p= 0.0001$), being a model ($r= 0.445$, $p= 0.007$). No association was shown between perception on leadership practice about empowering others to do activity ($r= 0.252$, $p= 0.139$) and perception on perinatal service quality. Results of the logistic regression test showed that the strongest factor affecting perception on perinatal service quality was perception on leadership practice about giving common vision; the other stronger factors were leadership practice about giving motivation and being a model.

Key words : perception, leadership practice, perinatal service, service quality

Bibliography : 60 (1991-2011)