

Analisis Faktor Penyebab Rendahnya Kinerja Petugas Pelayanan Di Unit Rawat Jalan Puskesmas Jelbuk Kabupaten Jember (Analyzing Cause Of Low Officer performance of Outpatient at Jelbuk Community Health Center Jember Regency)

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ABSTRAK

Performance is defined as a condition that shows an officers abilities in doing their duty at work place. There are several factors that influence officers performance such as motivation, discipliness, and competencies. Based on pre survey at Community Health Center Jelbuk found some problems related officers performance are more than 30% of officer at outpatient come on time, and the rest of 70% do not. It makes 6 of 10 patiens feel that the time to wait outpatient service is quite long 15 to 20 minutes. The aim of this research is to analize some factors that caused low performance from aspect of motivation, discipline of work, and competencies used PTA methods (Problem Tree Analysis). The type of research is qualitative analysis that uses interview, observation, and documentation to collect data and information. The results of this research are, first from motivation indicator caused by disturbing sound, narrow place, and there is not any guiding book to make SOP also there is no work program plan. The Second from dicsipline indicator, the time for employee to go home is not consistent and there is not firm rule about coming late. Third from competencies, there is no experience in working and practical. Further recomendation for Community Health Center are there should be more space in room and some firm rules should be added. Suggestion of this research is need to add the commodius of room and emphasised regulation about punnishment policy.

Kata kunci : *Competition, Motivation, Peformance, work discipline*