

## ABSTRAK

Paramedis sebagai sumber daya manusia menjalankan pelayanan kesehatan di Rumah Sakit. Kinerja paramedis sangat berhubungan dengan kualitas layanan Rumah Sakit. Adapun tujuan dalam penelitian ini yaitu untuk menganalisis faktor-faktor yang mempengaruhi Kinerja Paramedis di RSUD Royal Prima Medan. Jenis penelitian ini merupakan penelitian kuantitatif dengan rancangan cross sectional. Lokasi penelitian ini dilakukan di RSUD Royal Prima Medan. Sampel penelitian yaitu seluruh paramedis di RSUD Royal Prima Medan sebanyak 112 orang. Data hasil survey dianalisis dengan menggunakan uji chi-square dan regresi logistik. Hasil penelitian menunjukkan bahwa ada pengaruh motivasi terhadap kinerja Paramedis ( $p=0,000<0,05$ ), ada pengaruh kemampuan terhadap kinerja Paramedis ( $p=0,000<0,05$ ), ada pengaruh pengetahuan terhadap kinerja Paramedis ( $p=0,000<0,05$ ), ada pengaruh lingkungan kerja terhadap kinerja Paramedis ( $p=0,000<0,05$ ), ada pengaruh insentif terhadap kinerja Paramedis ( $p=0,000<0,05$ ), ada pengaruh promosi jabatan terhadap kinerja Paramedis di RSUD Royal Prima Medan Tahun 2021 ( $p=0,000<0,05$ ). Adapun variabel yang paling dominan berpengaruh terhadap kinerja Paramedis di RSUD Royal Prima Medan Tahun 2021, yaitu variabel motivasi dengan  $p$  value 0,016, OR = 4,182 (95% CI = 1,300-13,448). Sehingga saran dalam penelitian ini diharapkan agar rumah sakit dapat meminimalisir faktor-faktor tersebut dengan merancang ulang pekerjaan untuk mengurangi ketidakjelasan peran, dan kebosanan paramedis dalam bekerja.

**Kata Kunci : Motivasi, Pengetahuan, Insentif, Lingkungan Kerja, Kinerja**

## **ABSTRACT**

*Paramedics as human resources run health services in hospitals. Paramedic performance is closely related to the quality of hospital services. The purpose of this study is to analyze the factors that affect the performance of paramedics at Royal Prima Hospital Medan. This type of research is a quantitative research with a cross sectional design. The location of this research was carried out at Royal Prima General Hospital. The research sample is all paramedics at Royal Prima General Hospital as many as 112 people. The survey data were analyzed using the chi-square test and logistic regression. The results showed that there was an influence of motivation on the performance of paramedics ( $p = 0.000 < 0.05$ ), there was an effect of ability on the performance of paramedics ( $p = 0.000 < 0.05$ ), there was an effect of knowledge on the performance of paramedics ( $p = 0.000 < 0.05$ ). ), there is an effect of the work environment on the performance of paramedics ( $p = 0.000 < 0.05$ ), there is an effect of incentives on the performance of paramedics ( $p = 0.000 < 0.05$ ), there is an effect of promotion on the performance of paramedics at Royal Prima Hospital Medan in 2021 ( $p = 0.000 < 0.05$ ). The most dominant variable influencing the performance of paramedics at Royal Prima Hospital Medan in 2021, namely the motivation variable with a  $p$  value of 0.016, OR = 4.182 (95% CI = 1.300-13.448). So the suggestions in this study are expected that hospitals can minimize these factors by redesigning work to reduce role ambiguity, and paramedic boredom at work.*

**Keywords: Motivation, Knowledge, Incentives, Work Environment, Performance**