ABSTRAK

Kunci utama dalam peningkatan kualitas pelayanan kesehatan adalah petugas kesehatan yang mempunyai kinerja tinggi. Tuntutan kinerja dalam perawatan pasien Covid-19 sangat berat terutama karena tingginya risiko kematian pada pasien dan risiko tertular dari pasien. Dikaitkan dengan upaya mewujudkan kinerja petugas kesehatan yang maksimal dalam masa pandemik Covid-19 saat ini, dibutuhkan dukungan baik dari faktor individu, psikologis maupun organisasi. Penelitian ini mengalisis pengaruh faktor individu (kemampuan dan pengalaman), faktor psikologis (persepsi dan motivasi) dan faktor organisasi (ketersediaan SDM dan ketersediaan APD) terhadap kinerja petugas kesehatan dalam perawatan pasien Covid-19 di Murni Teguh Memorial Hospital. Penelitian ini adalah penelitian kuantitatif dengan pendekatan *cross sectional*. Populasi penelitian adalah petugas kesehatan yang bertugas merawat pasien Covid-19 di Murni Teguh Memorial Hospital Medan sebanyak 154 orang. Sampel diambil dengan rumus Taro Yamane sebanyak 61 orang. Metode pengumpulan data melalui penyebaran kuesioner dan studi dokumentasi. Metode analisis data terdiri dari univariat, bivariat dan multivariat dengan menggunakan persamaan regresi linier berganda. Hasil penelitian ada pengaruh pengaruh kemampuan, pengalaman, motivasi, ketersediaan SDM dan ketersediaan APD terhadap kinerja petugas kesehatan dalam perawatan pasien Covid-19. Variabel yang paling berpengaruh adalah kemampuan, namun tidak ada pengaruh persepsi terhadap kinerja petugas kesehatan di Murni Teguh Memorial Hospital.

Kata Kunci : Faktor-faktor yang Mempengaruhi, Kinerja, Petugas Kesehatan

ABSTRACT

The main key in improving the quality of health services is health workers who have high performance. Performance demands in the care of Covid-19 patients are very heavy, especially due to the high risk of death for patients and the risk of contracting it from patients. Associated with efforts to realize the maximum performance of health workers during the current Covid-19 pandemic, support is needed both from individual, psychological and organizational factors. This study analyzes the influence of individual factors (ability and experience), psychological factors (perception and motivation) and organizational factors (availability of human resources and availability of PPE) on the performance of health workers in treating Covid-19 patients at Murni Teguh Memorial Hospital. This research is a quantitative research with a cross sectional approach. The study population was 154 health workers in charge of treating Covid-19 patients at the Murni Teguh Memorial Hospital Medan. Samples were taken using the Taro Yamane formula as many as 61 people. Methods of data collection through the distribution of questionnaires and documentation studies. The data analysis method consisted of univariate, bivariate and multivariate using multiple linear regression equations. The results of the study showed the influence of ability, experience, motivation, availability of human resources and the availability of PPE on the performance of health workers in treating Covid-19 patients. The most influential variable is ability, but there is no effect of perception on the performance of health workers at Murni Teguh Memorial Hospital.

Keywords: Influencing Factors, Performance, Health Officers