

ABSTRAK

Penelitian ini mengungkap bahwa manajemen sumber daya manusia (SDM) memiliki peran krusial dalam meningkatkan kualitas pelayanan di Klinik UMA Medical Centre. Berdasarkan hasil wawancara dengan informan internal seperti Kepala Klinik, Dokter, dan Perawat, ditemukan beberapa tantangan utama dalam pengelolaan SDM. Pertama, perencanaan SDM belum optimal, ditandai dengan keterbatasan jumlah tenaga medis yang berdampak pada pelayanan pasien, terutama saat staf berhalangan hadir. Kedua, beban kerja yang tinggi dan minimnya waktu istirahat menyebabkan risiko kelelahan dan menurunnya kualitas layanan. Ketiga, pelatihan dan pengembangan kompetensi belum terstruktur dan masih terbatas akibat kendala waktu serta anggaran, sehingga sebagian besar tenaga medis mengandalkan pembelajaran mandiri. Temuan ini menunjukkan bahwa peningkatan mutu pelayanan sangat bergantung pada efektivitas manajemen SDM, yang mencakup perencanaan tenaga kerja, pembagian tugas yang seimbang, serta pengembangan kompetensi secara berkelanjutan.

Kata kunci: Manajemen SDM, Kualitas Pelayanan, Klinik

ABSTRACT

This study reveals that human resource management (HRM) plays a crucial role in improving the quality of services at UMA Medical Centre Clinic. Based on interviews with internal informants such as the Clinic Head, Doctors, and Nurses, several key challenges in HR management were identified. First, workforce planning is still suboptimal, as indicated by the limited number of medical personnel, which affects patient services, especially when staff are on leave or unavailable. Second, the high workload and lack of adequate rest time contribute to fatigue and the risk of decreased service quality. Third, training and professional development are not well-structured and remain limited due to time and budget constraints, causing most staff to rely on self-directed learning. These findings demonstrate that improving service quality greatly depends on effective HR management, including proper workforce planning, equitable task distribution, and continuous competency development.

Keywords: *Human Resource Management, Service Quality, Clinic*