

ABSTRAK

Penelitian ini bertujuan untuk mengetahui efektivitas kinerja pegawai di UPTD Puskesmas Nurussalam Kabupaten Aceh Timur serta mengidentifikasi hambatan dalam mewujudkan efektivitas kinerja pegawai pada pelayanan kesehatan. Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif. Informan penelitian terdiri atas Kepala Dinas Kesehatan Kabupaten Aceh Timur, Kepala UPTD Puskesmas Nurussalam, Kepala Subbag Tata Usaha, pegawai, BPJS Kesehatan, tokoh masyarakat, dan masyarakat pengguna layanan. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi, sedangkan analisis data menggunakan reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa efektivitas kinerja pegawai di UPTD Puskesmas Nurussalam Kabupaten Aceh Timur secara umum sudah berjalan cukup efektif berdasarkan indikator efektivitas kinerja menurut Agus Dwiyanto, yaitu produktivitas, kualitas layanan, responsivitas, responsibilitas, dan akuntabilitas. Produktivitas pegawai telah berjalan dengan baik melalui penyelesaian tugas sesuai target, meskipun pada waktu tertentu masih terjadi peningkatan beban kerja akibat tingginya jumlah kunjungan pasien. Kualitas layanan dinilai cukup baik karena pegawai memberikan pelayanan yang ramah, cepat, dan sesuai prosedur. Responsivitas pegawai juga tergolong baik dalam merespons kebutuhan dan keluhan masyarakat. Selain itu, responsibilitas dan akuntabilitas telah diterapkan melalui pelaksanaan tugas sesuai standar operasional prosedur (SOP), pembagian tugas yang jelas, serta pelaporan dan evaluasi kinerja secara berkala. Namun demikian, masih terdapat beberapa hambatan, yaitu kedisiplinan pegawai yang belum optimal, meningkatnya jumlah kunjungan pasien pada waktu tertentu, serta perlunya peningkatan kompetensi pegawai melalui pelatihan. Oleh karena itu, diperlukan peningkatan pengawasan, pembinaan disiplin, pengembangan kompetensi, dan pengelolaan sumber daya manusia agar efektivitas kinerja pegawai semakin optimal dalam memberikan pelayanan kesehatan kepada masyarakat.

Kata Kunci: Efektivitas Kinerja, Pegawai, Pelayanan Kesehatan, Puskesmas, Agus Dwiyanto.

ABSTRACT

This study aims to determine the effectiveness of employee performance at the UPTD Nurussalam Public Health Center (Puskesmas), East Aceh Regency, and to identify the obstacles in achieving effective employee performance in providing public health services. This research employed a qualitative approach with a descriptive research design. The research informants consisted of the Head of the East Aceh Health Office, the Head of UPTD Nurussalam Public Health Center, the Head of Administration, employees, BPJS Health officers, community leaders, and members of the community. Data were collected through observation, interviews, and documentation, while data analysis was conducted using data reduction, data presentation, and conclusion drawing. The results of the study indicate that the effectiveness of employee performance at UPTD Nurussalam Public Health Center, East Aceh Regency, has generally been quite effective, based on the performance effectiveness indicators proposed by Agus Dwiyanto, namely productivity, service quality, responsiveness, responsibility, and accountability. Employee productivity has been demonstrated through the completion of tasks and the achievement of service targets, although workloads increase during periods of high patient visits. Service quality is considered satisfactory as employees provide friendly, prompt, and standard-based services. Employee responsiveness is also considered good in responding to the needs and complaints of the community. Furthermore, responsibility and accountability have been implemented through the execution of duties in accordance with Standard Operating Procedures (SOPs), clear task distribution, as well as regular performance reporting and evaluation. However, several obstacles remain, including employee discipline that has not yet been fully optimized, the increasing number of patient visits during certain periods, and the need to improve employee competencies through education and training. Therefore, strengthening supervision, improving employee discipline, enhancing human resource competencies, and optimizing workload management are necessary to further improve employee performance effectiveness in delivering quality healthcare services to the community.

Keywords: *Performance Effectiveness, Employees, Public Health Services, Public Health Center (Puskesmas), Agus Dwiyanto.*