

# HUBUNGAN DISIPLIN KERJA DENGAN KINERJA PELAYANAN RAWAT JALAN DI POLIKLINIK RSUD PASAR REBO TAHUN 2020

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## Abstrak

Disiplin kerja merupakan salah satu faktor penting yang perlu diperhatikan sebagai upaya meningkatkan kinerja pelayanan di rumah sakit. Capaian disiplin kerja pegawai di RSUD Pasar Rebo pada tahun 2020 belum maksimal dan capaian kinerja pelayanan rawat jalan masih berada di bawah standar yang telah ditetapkan. Penelitian ini bertujuan untuk menganalisis hubungan antara disiplin kerja yang memiliki empat domain yaitu kehadiran, ketaatan pada peraturan kerja, kewaspadaan, dan bekerja etis dengan kinerja pelayanan rawat jalan di poliklinik RSUD Pasar Rebo Tahun 2020. Desain penelitian yang digunakan adalah *cross-sectional* dengan jumlah responden sebanyak 40 orang pegawai menggunakan kuesioner sebagai instrumen penelitian. Hasil penelitian menunjukkan 17 (65,4%) responden sudah memiliki disiplin kerja dan kinerja pelayanan yang baik. Kemudian 13 (92,9%) responden memiliki disiplin kerja dan kinerja pelayanan dengan kategori buruk. Hasil analisis bivariat dengan uji *Chi Square* menunjukkan terdapat hubungan antara disiplin kerja terhadap kinerja pelayanan rawat jalan di poliklinik RSUD Pasar Rebo dengan  $p$  value  $(0,000) < \text{nilai } \alpha (0,05)$ , namun dari keempat domain disiplin kerja tidak terdapat korelasi signifikan dengan kinerja pelayanan. Disarankan pihak RSUD Pasar Rebo dapat lebih tegas menerapkan disiplin kerja pegawai sehingga kinerja pelayanan dapat tercapai sesuai standar pelayanan yang telah ditetapkan.

**Kata Kunci:** Disiplin Kerja, Kinerja Pelayanan, Pegawai, Standar Pelayanan

# RELATIONSHIP OF WORKING DISCIPLINE WITH THE PERFORMANCE OF ROAD SERVICES AT THE POLYCLINIC OF RSUD PASAR REBO 2020

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## Abstract

Work discipline is one of the important factors that need to be considered in an effort to improve service performance in hospitals. The work discipline achievement of employees at RSUD Pasar Rebo in 2020 has not been maximal and the performance achievements of outpatient services are still below the set standards. This study aims to analyze the relationship between work discipline which has four domains, namely attendance, adherence to work regulations, vigilance, and ethical work with the performance of outpatient services at the Polyclinic of RSUD Pasar Rebo in 2020. The research design used was *cross-sectional* with the number of respondents. as many as 40 employees using a questionnaire as a research instrument. The results showed 17 (65.4%) respondents already had good work discipline and service performance. Then 13 (92.9%) respondents have work discipline and service performance in bad categories. The results of the bivariate analysis with the *Chi Square* test showed that there was a relationship between work discipline and the performance of outpatient services at the Polyclinic at RSUD Pasar Rebo with  $\rho$  value (0.000)  $< \alpha$  value (0.05), however, from the four domains of work discipline there is no significant correlation with service performance. It is recommended that the RSUD Pasar Rebo be more assertive in implementing employee work discipline so that service performance can be achieved according to predetermined service standards.

**Keywords:** Employees, Service Performance, Service Standards, Work Discipline