

ABSTRAK

Jasa pelayanan kesehatan merupakan kompensasi finansial yang diberikan kepada pegawai puskesmas. Artikel ini mengeksplorasi persepsi pegawai terhadap sistem pembagian jasa pelayanan kesehatan di UPTD Puskesmas Dawan II berdasarkan Surat Keputusan Kepala UPTD Puskesmas Dawan II Nomor 22 Tahun 2022 tentang Tata Cara Pembagian Jasa Pelayanan Kesehatan.

Wawancara mendalam dilakukan pada 6 partisipan yang dipilih secara purposif. Data dianalisis menggunakan pendekatan analisis tema yang disajikan secara naratif. Partisipan mempersepsikan besaran poin pada variabel jenis ketenagaan dan masa kerja pada jaspel sudah tepat dan sesuai dengan peraturan kemenkes, penambahan poin pada petugas yang merangkap administrasi dan pemegang program dinilai terlalu besar dan tidak sesuai dengan beban kerja, penggunaan tingkat kehadiran sudah tepat untuk memberikan rasa keadilan, penerapan aturan ketaatan pegawai terhadap tata tertib internal puskesmas tidak sesuai karena aturan ini tidak diterapkan kepada semua pegawai.

Pembagian jaspel dipersepsikan tidak adil oleh pegawai di UPTD Puskesmas Dawan II pada variabel penambahan poin pada tenaga administrasi dan pemegang program serta pada variabel ketaatan pegawai mengikuti aturan internal puskesmas, sehingga diperlukan kajian dan evaluasi terhadap penambahan poin pada tenaga administrasi dan pemegang program serta peraturan internal puskesmas agar diterapkan kepada semua pegawai.

Kata Kunci : persepsi, pegawai, jasa pelayanan kesehatan, UPTD Puskesmas Dawan II.

ABSTRACT

Health care services are financial compensation given to puskesmas employees. This article explores employee perceptions of the health service distribution system at the UPTD Dawan II Health Center based on the Decree of the Head of UPTD Dawan II Health Center Number 22 of 2022 concerning Procedures for Health Service Distribution.

In-depth interviews were conducted with 6 participants who were purposively selected. Data were analyzed using a theme analysis approach presented in a narrative manner. Participants perceive that the number of points on the variable type of employment and years of service at Jaspel is correct and in accordance with the Ministry of Health regulations, the additional points for officers who are concurrently administration and program holders are considered too large and not in accordance with the workload, the use of attendance levels is appropriate to provide a sense of fairness, the application of employee obedience rules to the internal health center rules is not appropriate because these rules do not apply to all employees.

The distribution of jaspel is perceived as unfair by employees at the UPTD Dawan II Health Center on the variable of adding points to administrative staff and program holders as well as on the variable of employee obedience following the internal rules of the puskesmas, so that a study and evaluation is needed on adding points to administrative staff and program holders as well as the internal regulations of the puskesmas to apply to all employees.

Keywords : *perception, employees, health services, UPTD Dawan II Health Center.*