

**ANALISIS KUALIFIKASI PENDIDIKAN STAF TERKAIT MANAJEMEN  
SDM DI RUMAH SAKIT BETHESDA LEMPUYANGWANGI  
YOGYAKARTA**

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**ABSTRAK**

SDM Rumah Sakit bisa tampil berbeda. Karena SDM bukan lagi hanya sebagai pendukung dalam pelayanan Rumah Sakit, tetapi SDM sudah menjadi sebagai penentu atau penggerak pelayanan Rumah Sakit. Tanpa SDM pelayanan Rumah Sakit tidak bisa berjalan dengan baik dan tanpa SDM alat apapun yang mendukung pelayanan Rumah Sakit tidak dapat berfungsi dengan baik. Olehkarenanya penelitian ini berusaha mengungkap bagaimana pelaksanaan manajemen SDM yang dilaksanakan di RSU Bethesda Lempuyangwangi Yogyakarta.

Penelitian ini merupakan penelitian deskriptif kualitatif. Pengambilan data menggunakan metode observasi dan wawancara. Analisis data menggunakan teknik reflective thinking, yaitu teknik menganalisa data dengan pemikiran secara teliti, logis, sistematis terhadap semua data yang dikumpulkan dengan mengidentifikasi, mengklasifikasi, kategorisasi dan menginterpretasi melalui teknik analisis kualitatif.

Hasil Penelitian menunjukkan SDM yang dimiliki oleh RSU telah memadai bagi kelangsungan proses pelayanan bagi konsumen. sistem manajemen SDM di RSU Bethesda Lempuyangwangi diatur dan dilaksanakan berdasarkan pedoman yang telah disetujui oleh direktur dan yayasan. SOP yang dilaksanakan dalam pembinaan SDM telah tersedia dan mampu memberikan stimulasi terhadap kinerja karyawan termasuk dalam pendidikan dan latihan.

Penerapan manajemen modern di RSU Bethesda Lempuyangwangi Yogyakarta dapat memberikan kenyamanan bekerja bagi SDM yang ada di RS tersebut sehingga meningkatkan kinerja dalam memberikan pelayanan prima bagi konsumen. Manajemen RSU haruslah berlandaskan atas kepuasan konsumen olehkarenanya SDM dalam RSU haruslah mampu memberikan pelayanan prima yang didukung sarana dan prasarana serta peningkatan kemampuan SDM dengan berbagai macam diklat

Kata Kunci : Manajemen SDM RS, RSU Bethesda Lempuyangwangi

## **Analysis Education Qualifications Related Staff Human Resource Management in Bethesda Hospital in Yogyakarta Lempuyangwangi**

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### **ABSTRACT**

Hospital Human Resources may appear different. Because it is no longer just as a supporter in the service of the Hospital, but it has become as determinants or movers in hospital services. Without Human Resources hospital services will not be run properly and without it to any device that supports the Hospital services will not function properly. Thus, this research describe how the execution of HR management held in RSU Bethesda Lempuyangwangi Yogyakarta.

This research is a qualitative descriptive study. Retrieving data using observation and interview methods. Data analysis using the technique of reflective thinking, which is a technique to analyze the data by thinking carefully, logically, systematically all the data collected to identify, classify, categorize and interpret through qualitative analysis techniques.

Research shows that human resources are owned by the RSU Bethesda Lempuyangwangi Yogyakarta have been adequate for the continuity of the process of service for consumers. HR management system at RSU Bethesda Lempuyangwangi organized and carried out based on the guidelines that have been approved by the director and foundations. SOP in human resource development have been provided and are able to provide stimulation to employee performance, including in education and training.

The implementation of modern management at RSU Bethesda Lempuyangwangi can provide comfort to work for human resources at the hospital resulting in improved performance in providing excellent service for consumers. Hospital management should be based on customer satisfaction therefore on human resources in the hospital should be able to provide excellent service which is supported infrastructure and improve human resource capacity with a wide range of education and training

**Keyword** : Human Resources Hospital Management, RSU Bethesda Lempuyangwangi