

PERAN MANAJEMEN SUMBER DAYA MANUSIA DALAM MENINGKATKAN KINERJA PEGAWAI DI UPT PUSKESMAS SIMALINGKAR

ABSTRAK

Manajemen Sumber Daya Manusia (MSDM) memiliki peran strategis dalam meningkatkan kinerja pegawai, khususnya pada fasilitas pelayanan kesehatan tingkat pertama seperti puskesmas. Kinerja pegawai yang optimal sangat diperlukan untuk mendukung kualitas pelayanan kesehatan kepada masyarakat. Penelitian ini bertujuan untuk menganalisis penerapan manajemen sumber daya manusia dan pengaruhnya terhadap kinerja pegawai di Puskesmas Simalingkar.

Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif. Teknik pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi. Informan dalam penelitian ini terdiri dari Kepala Puskesmas dan beberapa pegawai Paramedis dan Nonmedis Puskesmas Simalingkar serta masyarakat sebagai informan tambahan sebagai penerima layanan kesehatan. Analisis data dilakukan dengan cara reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa penerapan manajemen sumber daya manusia di Puskesmas Simalingkar telah berjalan cukup baik, meliputi perencanaan sumber daya manusia, rekrutmen dan seleksi, pelatihan dan pengembangan, penilaian kinerja, serta pemberian kompensasi. Namun demikian, masih terdapat beberapa kendala, seperti kelebihan jumlah tenaga kerja, belum meratanya dalam pembagian kerja, fasilitas dan alat medis yang kurang ditingkatkan, serta beban kerja yang relatif tinggi pada unit pelayanan tertentu.

Berdasarkan hasil penelitian dapat disimpulkan bahwa manajemen sumber daya manusia berperan penting dalam meningkatkan kinerja pegawai di Puskesmas Simalingkar. Oleh karena itu, diperlukan peningkatan perencanaan SDM berbasis kebutuhan, pelatihan yang berkelanjutan, serta pemanfaatan hasil penilaian kinerja secara optimal guna mendukung peningkatan kualitas pelayanan kesehatan.

Kata Kunci: Manajemen Sumber Daya Manusia, Kinerja Pegawai, Puskesmas

**THE ROLE OF HUMAN RESOURCE MANAGEMENT IN
IMPROVING EMPLOYEE PERFORMANCE AT UPT
SIMALINGKAR COUMUNITY HEALTH CENTER**

ABSTRACT

Human Resource Management (HRM) plays a strategic role in improving employee performance, particularly in primary healthcare facilities such as community health centers (Puskesmas). Optimal employee performance is essential to support the quality of healthcare services provided to the community. This study aims to analyze the implementation of human resource management and its influence on employee performance at the Simalingar Community Health Center.

This research employs a qualitative approach with a descriptive method. Data collection techniques include interviews, observation, and documentation. The informants in this study consist of the Head of the Community Health Center, several paramedical and non-medical staff members of the Simalingar Community Health Center, and community members as additional informants who receive healthcare services. Data analysis was conducted through data reduction, data presentation, and conclusion drawing.

The results indicate that the implementation of human resource management at the Simalingar Community Health Center has been carried out fairly well, encompassing human resource planning, recruitment and selection, training and development, performance appraisal, and compensation. However, several challenges remain, such as an excess number of staff, unequal distribution of workloads, insufficient improvement of facilities and medical equipment, and relatively high workloads in certain service units.

Based on the findings, it can be concluded that human resource management plays an important role in improving employee performance at the Simalingar Community Health Center. Therefore, improvements are needed in needs-based human resource planning, continuous training, and optimal utilization of performance appraisal results to support the enhancement of healthcare service quality.

Keywords: Human Resource Management, Employee Performance, Community Health Center.