ABSTRAK

Kinerja tenaga medis di Puskesmas Kecamatan Bangsalsari masih menghadapi berbagai tantangan, variasi tingkat kompetensi antarindividu, serta menurunnya motivasi akibat tingginya tekanan dan keterbatasan sumber daya. Kondisi tersebut berdampak pada efektivitas pelayanan kesehatan dan kualitas pencapaian kinerja tenaga medis. Penelitian ini menganalisis pengaruh kompetensi, pengalaman kerja, dan motivasi pegawai terhadap kinerja tenaga medis di Puskesmas Kecamatan Bangsalsari, Jember. Menggunakan pendekatan kuantitatif dengan analisis regresi berganda terhadap 42 responden tenaga medis, penelitian menemukan bahwa ketiga variabel independen memiliki pengaruh positif dan signifikan terhadap kinerja. Kompetensi yang meliputi pengetahuan, motif, keterampilan, watak, dan konsep diri memberikan kontribusi terbesar terhadap kinerja, diikuti oleh pengalaman kerja yang mencakup lama kerja, penguasaan keterampilan, teknik peralatan, kepercayaan diri, serta kemampuan antisipasi masalah. Motivasi pegawai melalui tujuan kerja, kesadaran tanggung jawab, partisipasi aktif, pengembangan keahlian, dan kedisiplinan juga berperan penting dalam meningkatkan performa pelayanan kesehatan. Hasil analisis menunjukkan bahwa variabel kompetensi, pengalaman kerja, dan motivasi pegawai mampu menjelaskan kinerja tenaga medis sebesar 79%, sedangkan 21% sisanya dipengaruhi oleh faktor lain seperti lingkungan kerja, kompensasi, dan pelatihan.

Kata kunci: kinerja tenaga medis, kompetensi, pengalaman kerja, motivasi

ABSTRACT

The performance of medical personnel at the Bangsalsari District Health Center still faces various challenges, variations in competency levels between individuals, and decreased motivation due to high pressure and limited resources. These conditions have an impact on the effectiveness of health services and the quality of performance achievement of medical personnel. This study analyzes the influence of employee competence, work experience, and motivation on the performance of medical personnel at the Bangsalsari District Health Center, Jember. Using a quantitative approach with multiple regression analysis of 42 medical personnel respondents, the study found that all three independent variables had a positive and significant influence on performance. Competencies that include knowledge, motives, skills, disposition, and self-concept make the greatest contribution to performance, followed by work experience that includes length of work, mastery of skills, equipment techniques, confidence, and the ability to anticipate problems. Employee motivation through work goals, responsibility awareness, active participation, skill development, and discipline also play an important role in improving health service performance. The results of the analysis showed that the variables of competence, work experience, and employee motivation were able to explain the performance of medical personnel by 79%, while the remaining 21% were influenced by other factors such as work environment, compensation, and training.

Keywords: medical personnel performance, competency, work experience, motivation