

ABSTRACT

Background: RSUD Panembahan Senopati Bantul is one of government hospital which has implemented remuneration system in the form of service incentive since June 2011 based on the Decree of RSUD Panembahan Senopati Bantul Director No. 36/01/Year 2011. However, the implementation of service incentive creates many perception and unsatisfactory in nursing environment.

Method: This research is cross sectional study with mixed method research. The samples are 80 people for the group of respondent 1 and 8 people for the group of respondent 2 based on purposive sampling. The taking data technique in the group of respondent 1 uses questionnaire to see the overview of nursing perceptual reviewed from 5 indicators, they are perception to the service, transparency aspect, justice aspect, contribution, and competence. Meanwhile, deeper interview is used for the group of respondent 2 to get the information, explanation, or opinion from the research subject based on the approach of the regent regulation No. 22 Year 2011 which reviewed from 4 indicators, they are transparency, justice aspect, timeliness aspect, and performance contribution aspect.

Result and Discussion: The average value of nursing perception toward service is 3.497; the transparency aspect is 3.468; the justice aspect is 3.387; the contribution aspect is 3.200, and the competence aspect is 3.410. The nurses state that the incentive distribution has been transparent, but it just be specific in the same unit. The justice has been just and feasible, but just is not always same. The incentive distribution is also never late and in accordance to the regulation, it is every dated 20 in the next month. That time span creates obscurity of the exact date of distribution. Meanwhile, the contribution aspect has not been able to improve the nurses' performance.

Conclusion and Suggestion: The management should use one system as a reference for the service incentive distribution; fixing a definite date; need for performance evaluation system which done by supervisor of independent nursing; and revise the formulary of service incentive distribution to the performance-based (pay related performance).

Key words: Evaluation, service incentive.