

**PENGARUH KOMPETENSI, KUALITAS PELAYANAN,
DAN FASILITAS TERHADAP KEPUASAN PASIEN
MELALUI KINERJA KARYAWAN SEBAGAI
VARIABEL INTERVENING DI RUMAH
SAKIT ROYAL PRIMA
MEDAN**

ABSTRAK

**SURIATI TIRAWANI
193311010037**

Penelitian ini bertujuan untuk menguji pengaruh Kompetensi, Kualitas Pelayanan, Fasilitas terhadap Kepuasan Pasien melalui Kinerja Karyawan sebagai variabel intervening di Rumah Sakit Royal Prima Medan. Metode pengambilan sampel menggunakan rumus Slovin dengan jumlah sampel sejumlah 399 responden dari populasi pasien rawat inap antara tahun 2016-2020. Teknik pengumpulan data dilakukan dengan observasi langsung dan pembagian kuisioner kepada para responden. Teknik analisis data yang digunakan adalah Uji Asumsi Klasik dan Analisis Jalur.

Dari hasil penelitian dapat disimpulkan bahwa : 1. Kompensasi tidak berpengaruh signifikan terhadap Kepuasan Pasien. 2. Kualitas Pelayanan berpengaruh signifikan terhadap Kepuasan Pasien. 3. Fasilitas berpengaruh signifikan terhadap Kepuasan Pasien. 4. Kinerja Karyawan berpengaruh signifikan terhadap Kepuasan Pasien. 5. Kompetensi tidak berpengaruh signifikan terhadap Kinerja Karyawan. 6. Kualitas Pelayanan berpengaruh signifikan terhadap Kinerja Karyawan. 7. Fasilitas berpengaruh signifikan terhadap Kinerja Karyawan. 8. Kinerja Karyawan mampu menjadi variabel intervening antara Kompetensi dan Kepuasan Pasien. 9. Kinerja Karyawan mampu menjadi variabel intervening antara Kualitas Pelayanan dan Kepuasan Pasien. 10. Kinerja Karyawan mampu menjadi variabel intervening antara Fasilitas dan Kepuasan Pasien.

Kata kunci : Kompensasi, Kualitas Pelayanan, Fasilitas, Kinerja Karyawan, Kepuasan Pasien

**THE EFFECT OF COMPETENCY, SERVICE QUALITY,
AND FACILITY TOWARDS PATIENT SATISFACTION
WITH JOB PERFORMANCE AS INTERVENING
VARIABLE AT ROYAL PRIMA HOSPITAL
MEDAN**

ABSTRACT

**SURIATI TIRAWANI
193311010037**

The aim of this research is to analyse the effect of Competency, Service Quality and Facility towards Patient Satisfaction with Job Performance as intervening variable. Sampling method is taken from total inpatient population during 5 years consecutively from 2016 to 2020 with Slovin formula which resulted to 399 sample. In addition to that, the data collection was conducted with direct observation and distribution of questionnaire to the respondents. To get the result of the research, analyzing the data by using classic assumption test and Path Analysis are applied.

The research concludes that : 1. Competency does not have significant effect towards Patient Satisfaction. 2. Service Quality has significant effect towards Patient Satisfaction. 3. Facility has significant effect towards Patient Satisfaction. 4. Job Performance has significant effect towards Patient Satisfaction. 5. Competency does not have significant effect towards Job Performance. 6. Service Quality has significant effect towards Job Performance. 7. Facility has significant effect towards Job Performance. 8. Job Performance is able to act as intervening variable between Competency and Patient Satisfaction. 9. Job Performance is able to act as intervening variable between Service Quality and Patient Satisfaction. 10. Job Performance is able to act as intervening variable between Facility and Patient Satisfaction.

Key Words : Competency, Service Quality, Facility, Job Performance, Patient Satisfaction.