

ABSTRAK

Rumah Sakit sebagai organisasi pelayanan publik membutuhkan kinerja yang baik agar meningkatkan mutu pelayanan yang akan diberikan kepada pelanggan dan dapat memuaskan pelanggan. Kepuasan kerja pegawai merupakan faktor yang dianggap penting, karena dapat mempengaruhi jalannya organisasi secara keseluruhan. Dalam hasil survei *Pricewaterhouse Coopers International* (PwC) yang dirilis pada Juni 2023 tersebut, sebanyak 75% karyawan di Indonesia mengaku bahwa mereka puas dengan pekerjaan saat ini.

Penelitian ini bertujuan untuk mengetahui pengaruh kinerja dan komitmen organisasi terhadap kepuasan kerja karyawan di RSUD Stella Maris Teluk Dalam tahun 2024. Jenis penelitian ini adalah kuantitatif dalam bentuk survey analitik dengan pendekatan cross sectional. Sampel penelitian ini adalah sebanyak 100 orang karyawan yang bekerja di Rumah Sakit Umum (RSU) Stella Maris Bintang Laut Teluk Dalam. Data dianalisa secara bivariat dengan uji korelasi spearman dan secara multivariat dengan uji regresi linier berganda.

Hasil penelitian menunjukkan bahwa ada pengaruh kinerja berdasarkan kualitas layanan internal (p-value 0,000), kinerja berdasarkan kuantitas beban kerja (p-value 0,000), kinerja berdasarkan waktu (p-value 0,000), kinerja berdasarkan biaya (p-value 0,000), kinerja berdasarkan pengawasan (p-value 0,000), kinerja berdasarkan hubungan antar karawan (p-value 0,000), komitmen organisasi berdasarkan komitmen afektif (p-value 0,000), komitmen organisasi berdasarkan komitmen normatif (p-value 0,000) dan komitmen organisasi berdasarkan komitmen berkelanjutan (p-value 0,000) terhadap kepuasan kerja karyawan. Variabel yang paling berpengaruh adalah komitmen organisasi berdasarkan komitmen berkelanjutan. Diharapkan juga kepada rumah sakit agar tetap mempertahankan tingkat kepuasan karyawan yang tinggi agar karyawan terus meningkat pula kinerjanya sehingga mutu pelayanan kesehatan di rumah sakit juga tetap terjaga dan bahkan akan semakin meningkat.

Kata Kunci : Kinerja, Komitmen Organisasi, Kepuasan Kerja Karyawan

ABSTRACT

Hospitals as public service organizations require good performance in order to improve the quality of services provided to customers and to satisfy customers. Employee job satisfaction is a factor that is considered important, because it can influence the running of the organization as a whole. In the Pricewaterhouse Coopers International (PwC) survey results released in June 2023, as many as 75% of employees in Indonesia admitted that they were satisfied with their current job.

This research aims to determine the influence of performance and organizational commitment on employee job satisfaction at RSUD Stella Maris Teluk Dalam in 2024. This type of research is quantitative in the form of an analytical survey with a cross sectional approach. The sample for this research was 100 employees who worked at the Stella Maris Bintang Laut Teluk Dalam General Hospital (RSU). Data were analyzed bivariately with the Spearman correlation test and multivariately with multiple linear regression tests.

The research results show that there is an influence on performance based on internal service quality (p-value 0.000), performance based on workload quantity (p-value 0.000), performance based on time (p-value 0.000), performance based on cost (p-value 0.000), performance based on supervision (p-value 0.000), performance based on relationships between employees (p-value 0.000), organizational commitment based on affective commitment (p-value 0.000), organizational commitment based on normative commitment (p-value 0.000) and organizational commitment based on commitment sustainable (p-value 0.000) on employee job satisfaction. The most influential variable is organizational commitment based on continuous commitment. It is also hoped that hospitals will maintain a high level of employee satisfaction so that their employees will continue to improve their performance so that the quality of health services in hospitals will also be maintained and will even increase.

Keywords: *Performance, Organizational Commitment, Employee Job Satisfaction*