

ABSTRAK

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Analisis Pengaruh Kepuasan Kerja dan Personality Traits terhadap Perilaku Kewargaorganisasian Pegawai Pelayanan RS “X” di Kota Semarang

xiv + 138 halaman + 21 tabel + 6 gambar + 10 lampiran

Persaingan bisnis rumah sakit sangat ketat di Indonesia. Era pasar bebas dan kerjasama RS dengan BPJS Kesehatan membuat pelaku bisnis rumah sakit berupaya keras untuk memenangkan pasar. Salah satu fokusnya adalah sumber daya manusia (SDM). Rumah sakit membutuhkan SDM yang tidak sekedar menjalankan tugas organisasi (in-role) namun bila kondisi membutuhkan mau melakukan peran tambahan secara sukarela (extra-role) atau disebut dengan perilaku kewargaorganisasian.

Beberapa faktor yang menumbuhkan perilaku kewargaorganisasian antarlain kepuasan kerja dan personality traits. Bateman dan Organ, Bolon dan Lampert, Bhusita dan Farzana menemukan kepuasan kerja mempunyai hubungan positif signifikan terhadap perilaku ini. Organ, Chiaburu, Arthoud menemukan bahwa personality traits berhubungan positif signifikan terhadap perilaku ini. Sedangkan menurut Ilies pengaruh personality traits terjadi juga melalui kepuasan kerja.

RS “X” di Kota Semarang adalah rumah sakit publik yang terus berkembang. Capaian kinerja tahun 2015 mengalami penurunan standar kompetensi SDM dan biaya operasional dibandingkan tahun 2014. Survey IKM tahun 2016 menunjukkan penurunan tingkat kepuasan pasien dibandingkan tahun 2015. Peningkatan jumlah pasien era BPJS dirasakan oleh pegawai tidak diiringi dengan peningkatan jumlah pegawai, sarana/prasarana serta kompensasi yang memadai. Aturan BPJS Kesehatan yang sering berubah menyulitkan manajemen RS membuat aturan yang mapan. Hal ini berdampak pada ketidakjelasan pekerjaan dan pembayaran bagi pegawai RS.

Jenis penelitian analitik kuantitatif dan studi belah lintang dengan kuesioner tertutup kepada 120 pegawai pelayanan RS “X” di Kota Semarang. Analisis data deskriptif dan bivariat sederhana menggunakan SPSS 16.0 dan analisis SEM menggunakan Lisrel 8.8.

Personality traits berpengaruh signifikan terhadap perilaku kewargaorganisasian (nilai SLF 0,70 dan nilai t 7,39) dan kepuasan kerja (nilai SLF 0,34 dan nilai t 2,36). Kepuasan kerja tidak berpengaruh terhadap perilaku kewargaorganisasian (nilai SLF 0,04 dan nilai t 0,32).

RS yang memiliki pegawai dengan personality traits yang baik dapat meningkatkan perilaku kewargaorganisasian dan kepuasan kerja untuk meningkatkan kinerja RS.

Kata kunci: Kepuasan Kerja; Personality Traits; Perilaku Kewargaorganisasian
Kepustakaan: 52 (1994-2016)

ABSTRACT

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Influence Analysis of Work Satisfaction and Personality Traits towards Organizational Citizenship Behavior of Service Staffs at "X" Hospital in Semarang City

xiv + 138 pages + 21 tables + 6 figures + 10 appendices

Business competition of a hospital in Indonesia is very tight. In the free market era and partnerships between a hospital and Healthcare and Social Security Agency, these situation make businessmen of hospitals work hard to win the market. Human resource is one of the important aspects. A hospital needs human resource that can play both in-role and extra-role known as organisational behaviour.

Some factors contributing to organisational behaviour were work satisfaction and personal traits. Bateman and Organ, Bolon and Lampert, Bhusita and Farzana found that work satisfaction significantly related to organisational behaviour. Meanwhile, Organ, Chiaburu, and Arthoud found that personality traits significantly related to this behaviour. According to Ilies, the influence traits occurred through work satisfaction.

"X" Hospital in Semarang City is a public hospital that continuous to grow. Compared to 2014, in 2015, work performance of a standard of human resource competency and operational costs declined. A survey of IKM in 2016 demonstrated that a proportion of patient's satisfaction was lower than that of in 2015. The increase of number of BPJS patients was not followed by the increase of number of health officers, facilities, and compensation. A regulation of health BPJS was often changed by which it made a hospital management difficult to make a fixed regulation.

This was a quantitative-analytic study using a cross-sectional approach by conducting interview using a close-ended questionnaire to 120 service officers at "X" hospital in Semarang City. Descriptive and bivariate analyses were performed using SPSS 16.0 and SEM analysis used Lisrel 8.8.

Personality traits significantly influenced organizational behaviour (SLF value = 0.70 and t value = 7.39) and work satisfaction (SLF value = 0.34 and t value = 2.36). On the other hand, work satisfaction did not significantly influence organizational behaviour (SLF value = 0.04 and t value = 0.32).

A hospital that had officers with good personality traits could improve organizational behaviour and work satisfaction to increase work performance of the hospital.

Keywords: Work Satisfaction; Personality Traits; Organizational Behaviour
Bibliography: 52 (1994-2016)