

ABSTRACT

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ANALYSIS OF JOB SATISFACTION ANTECEDENTS AND ITS IMPACT ON HOSPITAL PERFORMANCE FROM THE PERSPECTIVE OF HEALTHCARE PROFESSIONALS AT XYZ HOSPITAL IN EAST JAVA

(xix + 113 pages; 8 figures; 31 tables; 12 appendices)

Company performance is an important component in a wide range of empirical research, particularly business policy research. The performance of the company is essentially a complex phenomenon with multiple dimensions and known to be correlated with job satisfaction among healthcare professionals. Therefore, understanding the factors associated with job satisfaction is important. The purpose of this study was to analyze the antecedents of job satisfaction and analyze their impact on hospital performance from the perspective of healthcare professionals. This research was conducted at XYZ Hospital. This research method is a quantitative study with a total sample of 160 healthcare professionals respondents who meet the research criteria. The research sample was taken using a purposive sampling method and data collection was carried out by distributing questionnaires online. The data obtained were analyzed using SmartPLS. The results of this study indicate that there are five independent variables as antecedents of job satisfaction. These variables are social support, work operation requirements, healthcare professional-patient relationship, work-family conflict, and working conditions. In social support variables, work operation requirements, healthcare professional-patient relationship, and working conditions have a positive effect on job satisfaction and have a significant effect while the work-family conflict variable also has a significant impact but has a negative effect on job satisfaction (T-statistic > 1.645 and P-value < 0.05). In addition, job satisfaction also significantly positively affects hospital performance (T-statistic > 1.645 and P-value < 0.05). Furthermore, job satisfaction is significant (T-statistic > 1.645 and P-value < 0.05) mediates social support, healthcare professional-patient relationship, work-family conflict, and working conditions on hospital performance.

Keyword: Antecedents, Job Satisfaction, Hospital Performance

References: 92 (1994-2022)

ABSTRAK

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ANALISIS ANTESEDEN JOB SATISFACTION DAN DAMPAKNYA TERHADAP HOSPITAL PERFORMANCE DITINJAU DARI PERSPEKTIF TENAGA KESEHATAN DI RUMAH SAKIT XYZ DI JAWA TIMUR

(xix + 113 halaman; 8 gambar; 31 tabel; 12 lampiran)

Kinerja perusahaan merupakan komponen penting dalam berbagai penelitian empiris, khususnya penelitian kebijakan bisnis. Kinerja perusahaan pada dasarnya merupakan fenomena yang kompleks dengan berbagai dimensi dan diketahui berkorelasi dengan job satisfaction di kalangan profesional kesehatan. Oleh karena itu, memahami faktor-faktor yang berhubungan dengan job satisfaction sangat penting. Tujuan dari penelitian ini adalah untuk menganalisis anteseden job satisfaction dan menganalisis dampaknya terhadap hospital performance melalui perspektif profesional kesehatan. Penelitian ini dilakukan di Rumah Sakit XYZ. Metode penelitian ini adalah penelitian kuantitatif dengan jumlah sampel sebanyak 160 responden tenaga kesehatan yang memenuhi kriteria penelitian. Sampel penelitian diambil dengan menggunakan metode purposive sampling dan pengumpulan data dilakukan dengan menyebarkan kuesioner secara online. Data yang diperoleh dianalisis dengan menggunakan SmartPLS. Hasil penelitian ini menunjukkan bahwa terdapat lima variabel bebas sebagai anteseden kepuasan kerja. Variabel-variabel tersebut adalah social support, work operation requirements, healthcare professional-patient relationship, work-family conflict, dan working conditions. Pada variabel social support, work operation requirements, healthcare professional-patient relationship, dan working conditions berpengaruh positif dan signifikan terhadap job satisfaction sedangkan variabel work-family conflict juga berpengaruh signifikan namun negatif terhadap job satisfaction (T-statistic > 1.645 dan P-value < 0.05). Selain itu, job satisfaction juga berpengaruh signifikan-positif terhadap hospital performance (T-statistic > 1.645 dan P-value < 0.05). Selanjutnya, job satisfaction signifikan (T-statistic > 1.645 dan P-value < 0.05) memediasi social support, healthcare professional-patient relationship, work-family conflict, dan working conditions terhadap hospital performance.

Kata kunci: Anteseden, Job Satisfaction, Hospital Performance

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