

## ABSTRAK

Anastasia Jessica Christi (01615200018)

**PENGARUH PERILAKU KEPEMIMPINAN, SISTEM PENGELOLAAN ORGANISASI DAN KUALITAS PELAYANAN INTERNAL TERHADAP KEPUASAN TENAGA KESEHATAN ( STUDI PADA TENAGA KESEHATAN DI PUSKESMAS)**

(xvi + 127 pages; 10 pictures; 19 tables; 6 lampiran)

Penelitian ini dilakukan untuk mengetahui pengaruh perilaku kepemimpinan, sistem pengelolaan organisasi dan kualitas pelayanan internal terhadap kepuasan tenaga kesehatan. Model penelitian diuji secara empiris pada populasi tenaga kesehatan yang bekerja di Puskesmas daerah Bali. Pengumpulan data dilakukan dengan convenience sampling dengan jumlah responden sebanyak 203 responden. Penelitian ini menggunakan metode PLS-SEM untuk mengolah dan menganalisis data. Hasil penelitian ini menunjukkan bahwa perilaku kepemimpinan tidak terbukti secara signifikan mempunyai pengaruh positif terhadap kualitas pelayanan internal, perilaku kepemimpinan terbukti secara signifikan mempunyai pengaruh positif terhadap sistem pengelolaan organisasi sehingga jika perilaku kepemimpinan meningkat maka akan diikuti dengan peningkatan sistem pengelolaan organisasi, perilaku kepemimpinan juga tidak terbukti secara signifikan mempunyai pengaruh positif terhadap kepuasan tenaga kesehatan, sistem pengelolaan organisasi terbukti secara signifikan mempunyai pengaruh positif terhadap kualitas pelayanan internal sehingga peningkatan sistem pengelolaan organisasi akan diikuti dengan peningkatan kualitas pelayanan internal, sistem pengelolaan organisasi tidak terbukti secara signifikan mempunyai pengaruh positif terhadap kepuasan tenaga kesehatan dan kualitas pelayanan internal terbukti secara signifikan mempunyai pengaruh positif terhadap kepuasan tenaga kesehatan sehingga jika peningkatan kualitas pelayanan internal meningkat akan diikuti dengan peningkatan kepuasan tenaga kesehatan. Model structural penelitian ini dapat memprediksikan dengan adekuat variable kepuasan tenaga Kesehatan. Hasil penelitian ini memiliki implikasi nyata bagi Puskesmas di Bali.

Referensi : 274 (1993 - 2022)

Kata Kunci : perilaku kepemimpinan, sistem pengelolaan organisasi, kualitas pelayanan internal, kepuasan tenaga kesehatan

## ABSTRACT

**Anastasia Jessica Christi (01615200018)**

**THE EFFECT OF LEADERSHIP BEHAVIOR, ORGANIZATIONAL MANAGEMENT SYSTEM AND INTERNAL SERVICES QUALITY ON THE SATISFACTION OF HEALTH WORKERS ( STUDY ON HEALTH WORKERS IN PUSKESMAS)**

(xvi + 127 pages; 10 pictures; 19 tables; 6 appendices)

*This study was conducted to determine the effect of the leadership behavior, organizational management system and internal services quality on the satisfaction of health workers. The research model was tested empirically on the population of health workers working at the Bali Health Center. Data was collected by convenience sampling with a total of 203 respondents. This study uses the PLS-SEM method to process and analyze the data. The results of this study indicate that leadership behavior is not proven to have a significant positive effect on the quality of internal services, leadership behavior is proven to have a significant positive influence on the organizational management system so that if leadership behavior is improved it will be followed by an increase in the organizational management system, leadership behavior is also not proven to significantly have a positive effect on the satisfaction of health workers, the organizational management system is proven to have a significant positive effect on the quality of internal services so that the improvement of the organizational management system will be followed by an increase in the quality of internal services, the organizational management system is not proven to have a significant positive effect on the satisfaction of health workers and the quality of internal services is proven to have a significant positive effect on the satisfaction of health workers so that if the increase in the quality of internal services increases, it will be followed by an increase in the satisfaction of health workers. The structural model of this study can adequately predict the satisfaction variable of health workers. The results of this study have real implications for Puskesmas in Bali.*

*Reference* : 274 (1993 - 2022)

*Key Words* : leadership behavior, organizational management system, internal services quality, satisfaction health worker