

## **ABSTRACT**

**Annysa Putri**

**03011190124**

### **THE EFFECT OF PARTICIPATION, WORKING CONDITIONS, REWARD, TEAMWORK AND TRAINING ON JOB SATISFACTION AND JOB LOYALTY OF THE EMPLOYEE AT SYIFA MEDAN CLINIC**

(xviii+127 pages; 8 figures; 44 tables; 5 appendixes)

Syifa Medan Clinic which is an excellent and quality health service business, as its motto "Your health is our priority", which always strives to provide services that are in accordance with patients and always develop and update the facilities and infrastructure expected by the community. However, this has not been able to be supported by the loyalty of some employees at the Medan Syifa clinic, because some employees at the clinic also have other jobs outside the company. The purpose of this study is to find out the influence of Participation, Working Condition, Reward, Teamwork, Training on job satisfaction and job loyalty at Klinik Syifa Medan.

The data collection in this study used primary data and secondary data by distributing questionnaires to employees who worked at Klinik Syifa Medan. This data was measured by validity test and reliability test to 37 samples. Samples are obtained using non-probability sampling techniques and saturated sampling methods. The data collected was then analyzed using SPSS 25.0 In addition, the data was also tested with multiple linear regression tests.

This research shows that Participation, Working Condition, Reward, Teamwork, Training have a significant effect on job satisfaction. Job satisfaction has a significant effect on employee loyalty.

**Keywords: Participation, Working Condition, Reward, Teamwork, Training, Job Satisfaction, Job Loyalty.**

References: 51 (2018-2023)

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*Klinik Syifa Medan yang merupakan usaha pelayanan kesehatan yang unggul dan berkualitas, sesuai mottonya “Kesehatan Anda Prioritas Kami” yang selalu berupaya memberikan pelayanan yang sesuai dengan pasien serta selalu mengembangkan dan memperbarui sarana dan prasarana yang diharapkan oleh masyarakat. Namun hal tersebut belum mampu ditunjang dengan loyalitas sebagian karyawan di klinik syifa Medan, karena sebagian karyawan di klinik tersebut juga mempunyai pekerjaan lain di luar perusahaan. Tujuan penelitian ini adalah untuk mengetahui pengaruh Partisipasi, Kondisi Kerja, Penghargaan, Kerja Sama Tim, Pelatihan terhadap Kepuasan Kerja dan Loyalitas Kerja di Klinik Syifa Medan.*

*Pengumpulan data pada penelitian ini menggunakan data primer dan data sekunder dengan cara menyebarkan kuesioner kepada karyawan yang bekerja di Klinik Syifa Medan. Data ini diukur dengan uji validitas dan uji reliabilitas terhadap 37 sampel. Sampel diperoleh dengan menggunakan teknik non-probability sampling dan metode sampling jenuh. Data yang terkumpul kemudian dianalisis menggunakan SPSS 25.0 dimana data juga diuji dengan uji regresi linier berganda Penelitian ini menunjukkan bahwa Partisipasi, Kondisi Kerja, Penghargaan, Kerja Sama Tim, Pelatihan berpengaruh signifikan terhadap kepuasan kerja. Kepuasan kerja berpengaruh signifikan terhadap loyalitas karyawan.*

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