

ABSTRACT

Influence Of Quality Of Work Life and Organization Person Fit To Performance Unit In Hospital Sidoarjo

Hospitals, in improving customer satisfaction, should constantly improve the quality of services in accordance with customer expectations that can be done through improving the performance quality. Hospital performance always refers to the employee's performance that measured based on the standards or criteria established by the organization. Therefore, to create a good performance in the Hospital and to create a mutual beneficial relationship between the employee and the Hospital that will make a positive contribution to the hospital development, it is needed to fulfill the employee's need, such as safe work environment, appropriate compensation, and infrastructure. Besides, a match between the values of the individual with the organization (Person Organization Fit) would also have implications for increasing the individual outcomes that will lead to a sustainable strategic advantage for the hospital. Based on 2012-2013 data, in this study can be seen in the perspective of business processes still not meet the standard of the hospital.

The type of research in this study is analytic study. Sample in this study is 23 units. This study objective is to analyze the Quality of work life and Person Organization fit on the performance of the unit at the Sidoarjo-District Hospital. Data collected by instruments with questionnaire, and analyze using regression test.

The result showed that the characteristics of the employees are mostly aged 31-40 years, female gender and graduated from undergraduate program. There is no influence of Quality of work life (employee involvement, workplace safety, problem solving, and communication) and Person Organization fit (suitability value, the suitability of the culture and personality characteristics) on the performance of the unit at the Sidoarjo-District Hospital.

Based on the results of this research and theory study, it is recommended to conduct a similar study to look for other causes that influence the performance in Sidoarjo District Hospital. Most of the unit's performance is good enough, and then to support the unit's performance, a firm punishment and reward for the unit are needed, as well as equalizing the status of non-civil BLUD employee.

Keywords : Quality of work life, Person Organization fit and Performance