

ABSTRACT**The Efforts to Increase Employees Job Satisfaction Based on Cartesius Matrix at Menur Mental Hospital of East Java Province**

The research aims to build efforts increasing employee job satisfaction based on cartesius matrix at Menur Mental Hospital of East Java Province.

It was a observational descriptive research with cross sectional study. The research was conducted in April until June 2016. The primary and secondary data were collected by questionnaire. Research respondents were Menur Mental Hospital of East Java Province employees that consist of 82 samples. The samples represented all of profession group. 8 samples were taken from the total medical group, 25 samples were taken from the total nursing group, 3 samples were taken from the total pharmacist group, and 46 samples were taken from the total population of the other health professionals and non-medical group. The method for sample selection from the customers was purposive sampling and research analysis unit were profession group at Menur Mental Hospital.

The results showed gap between the expectation and perception of attributes and sub attributes of job satisfaction. The biggest gap in medical group were attribute of human resources empowerment and sub attribute of management proactive attitude to look for feedback from employees. The biggest gap in nursing groups were communication attribute and sub attribute of management proactive attitude to look for feedback from employees.

The biggest gap in pharmacists group were at communication attribute and sub attribute of freedom conveyed ideas, sub attribute of freedom conveyed suggestions and ideas, sub attribute of freedom conveyed suggestions, sub attribute of freedom conveyed complaints, sub attribute of management proactive attitude to look for feedback from employees, sub attribute of trust among employees and management, sub attribute of safety assurance at work. The biggest gap in the other health professionals and non-medical group were at services attribute, human resources empowerment, work environment attributes and service sub attributes.

Based on analysis by cartesius matrix, communication attribute is the attribute of job satisfaction with the most sub attributes that goes to improvement priorities.

Keywords: job satisfaction, expectation, perception, cartesius matrix, gap analysis