

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh proporsi pegawai dan kompensasi di dalam peningkatan kualitas pelayanan kesehatan di Puskesmas Omben kecamatan Omben Kabupaten Sampang. Penelitian ini menggunakan metode kuantitatif kausal dengan penentuan informan menggunakan perhitungan *unknown population*. Data diperoleh dari hasil kuesioner yang diisi oleh responden. Proses analisis data dilakukan uji validaitas dan reliabilitas data, analisis regresi linier berganda, uji hipotesis, koefisien determinasi, dan uji asumsi klasik.

Hasil penelitian menunjukkan bahwa proporsi pegawai dan kompensasi berpengaruh terhadap kualitas pelayanan kesehatan. Berdasarkan pengujian hipotesis secara simultan menunjukkan nilai F sebesar 98,283 dengan tingkat signifikansi sebesar 0,001. Hasil ini menunjukkan bahwa hipotesis diterima, artinya proporsi pegawai dan kompensasi berpengaruh secara simultan terhadap kualitas pelayanan kesehatan. Nilai koefisien determinasi (*R Square*) sebesar 0,670 menunjukkan sebesar 67,0% variabel proporsi pegawai (X_1) dan kompensasi (X_2) mampu menjelaskan variabel kualitas pelayanan kesehatan (Y).

Kata Kunci: Proporsi Pegawai, Kompensasi, Kualitas Pelayanan Kesehatan

ABSTRACT

This study aims to perceive proportion of employees and compensation in improving the quality of health service towards at Puskesmas Omben Kecamatan Omben Kabupaten Sampang. Quantitative causal methods were used in this study as well as unknown population calculation to determine the informants. Data were collected by questionnaire results filled by respondents. Process of data analysis were done by data validity and reliability test, multiple linear regression analysis, hypothesis test, coefficient of determination, and classic assumption test.

Results indicates that ideal proportion of employees and compensation have an effect on improving the quality of health services. Based on simultaneously hypothesis testing shows the F value of 98.228 with a significance level of 0.001. This results shows that hypothesis were accepted, which means ideal proportion of employees and compensation affect simultaneously to the quality of health service. The value of determination coefficient (R Square) by 0.670 indicates that 67,0% of proportion of employees (X1) and compensation (X2) were able to explain health service quality variable (Y).

Keywords: Proportion of Employees, Compensation, Health Services Quality