

## RINGKASAN

### Pengaruh Motivasi, Kemampuan dan Komitmen Organisasional Terhadap Kinerja Perawat di Rumah Sakit Islam (RSI) Aisyiyah Malang.

Menghadapi era globalisasi saat ini sangat diperlukan tenaga kesehatan sebagai salah satu sumber daya manusia yang memiliki peranan penting dalam usahanya untuk meningkatkan mutu pelayanan kesehatan. Peningkatan ini diusahakan untuk dapat berkembang sesuai dengan kebutuhan masyarakat yang membutuhkan pelayanan kesehatan sesuai dengan standar yang berlaku.

Rumah sakit keberadaannya sebagai salah satu mata rantai utama bagi usaha penyembuhan dan pemulihan kesehatan. Rumah sakit dituntut untuk menjalankan misinya sebagai institusi yang memberikan pelayanan kesehatan yang bermutu pada masyarakat sehingga akan memuaskan masyarakat.

Perkembangan rumah sakit – rumah sakit swasta semakin pesat apalagi didorong pembentukannya sebagai badan hukum yang diijinkan untuk mendirikan rumah sakit dan bersaing dengan rumah sakit lain. Rumah Sakit Islam dikelola secara swasta yang memberikan pelayanan kesehatan pada masyarakat meliputi Kota Malang dan daerah-daerah sekitarnya. Dan rumah sakit ini diharapkan dapat memberikan pelayanan dengan baik dengan biaya yang dapat dijangkau pula.

Kinerja adalah hasil karya seorang individu, baik kuantitas maupun kualitas dalam suatu organisasi. Salah satu faktor yang dapat meningkatkan kinerja adalah motivasi, menciptakan motivasi dari sumber daya manusia jasa kesehatan yang kuat dan berdedikasi tinggi terhadap perkerjaannya tidaklah mudah. Begitupula dengan kemampuan dan keterampilan yang juga memiliki peranan penting pada kinerja.

Selain itu kinerja dari perawat sebagai karyawan di rumah sakit juga dipengaruhi oleh komitmen mereka pada organisasi tempat mereka bekerja. Jadi apabila organisasi ingin meningkatkan kinerja dari karyawannya maka perlu membangun komitmen karyawannya.

Studi ini bertujuan untuk menganalisis: Pengaruh Motivasi, Kemampuan dan Komitmen Organisasional Terhadap Kinerja Perawat di Rumah Sakit Islam (RSI) Aisyiyah Malang.

Obyek penelitian ini adalah tenaga perawat pelaksana di Rumah Sakit Islam (RSI) Aisyiyah Malang. Populasi dalam penelitian ini sebanyak 67 responden. Penelitian ini adalah penelitian sensus, seluruh anggota populasi dijadikan obyek penelitian.

Variabel penelitian terdiri variabel independen yaitu: motivasi perawat, kemampuan perawat dan komitmen perawat, sedangkan variabel kinerja perawat merupakan variabel dependen.

Hasil dari penelitian yaitu: koefisien regresi berganda menunjukkan adanya pengaruh signifikan antara variabel-variabel bebas secara simultan terhadap variabel tidak bebas. Hal ini berarti bahwa variabel-variabel motivasi, kemampuan dan komitmen berpengaruh signifikan terhadap kinerja perawat. Variabel motivasi (X1) memiliki pengaruh positif dan signifikan terhadap kinerja perawat yang ditunjukkan dengan koefisien beta sebesar 0,222. Variabel kemampuan (X2) memiliki pengaruh positif dan signifikan terhadap kinerja perawat yang

ditunjukkan dengan koefisien beta sebesar 0,187 serta variabel komitmen organisasional (X3) juga memiliki pengaruh positif dan signifikan terhadap kinerja perawat yang ditunjukkan dengan koefisien beta sebesar 0,275. Dengan demikian variabel yang paling dominan mempengaruhi kinerja perawat RSI Aisyiyah Malang adalah komitmen organisasional (X3), yang memiliki nilai koefisien beta paling besar dari kedua variabel bebas lainnya.

## SUMMARY

### **Effect Of Motivation, Ability and Organizational Commitment To Nurse's Performance In Malang Aisyah Islamic Hospital.**

To face present global era needs medical workers as one of human resources, who have important role to improve the quality of medical services. The improvement should develop because the society requires the standard medical services.

Hospitals are present to serve as one of main component to cure and recover health. Hospitals are demanded to function the institution with the mission to give qualified medical services and satisfy the society.

Private hospitals rapidly develop because they are established as the corporate body that allows them to compete with other hospitals. Islamic Hospital is privately managed and it gives medical services to the society in Malang city and the surrounding areas. It is expected to provide good services with attainable cost.

Performance is the result of individual work, both quantitatively, in an organization. One of factor that improve performance is motivation. It is not easy to create strong motivation among medical human resources that highly dedicate themselves to their work. In the same time, ability and skill have important role for performance.

Nurse's performance is also influenced by their commitment to the organization where they work. Thus, organization should build the worker's commitment when it wants to increase its worker's performance.

The study aims to analyze: effect of motivation, ability, and organizational commitment to nurse's performance at Malang Aisyiyah Islamic Hospital.

The object of study is the operational nurses at Malang Aisyiyah Islamic Hospital. Research population consist of 67 respondents. The research is census research because all members of population become the object of research.

Research variables consist of independent and dependent ones. Independent variables include the nurse's motivation, ability, and commitment, while dependent variable is nurse's performance.

The research resulted that the multiple coefficient regression showed that there was simultaneously significant influence among independent variables to dependent variables. This meant that variables of motivation, ability, and commitment significantly influenced the nurse's performance. Motivational variable (X1) had positive and significant influence to nurse's performance, which was shown by beta coefficient 0,222. Ability (X2) had positive and significant influence to the nurse's performance, which was by beta coefficient 0,187; and organizational commitment (X3) also had positive and significant influence to the nurse's performance, which was by beta coefficient 0,275. Thus, the most dominant variable influencing the nurse's performance in Malang Aisyiyah Islamic Hospital was organizational commitment (X3), which had the greatest beta-coefficient value among the other two independent variable.

## ABSTRACT

The study aims to analyze: effect of motivation, ability, and organizational commitment to operational nurse's performance at Malang Aisyiyah Islamic Hospital.

The object of study is the 67 operational nurse's at Malang Aisyiyah Islamic Hospital. All of the nurses became respondents. Research data were analyzed with the technique of multiple linear regression by using SPSS 11.5 software.

The research resulted that the multiple coefficient regression showed that there was simultaneously significant influence among independent variables to dependent variable. This meant that variables of motivation, ability, and organizational commitment significantly influenced the nurse's performance. Motivational variable (X1) that adopted Aldefer's theory which used the indicators of existential fulfillment, vested fulfillment, and growth fulfillment had positive and significant influence to the nurse's performance (0,222). Ability variable (X2) with the indicator of knowledge and skill had positive and significant influence to nurse's performance (0,187). Organizational-commitment (X3) that adopted the theory of Allen and Meyer (1990) with the indicators of affective commitment, continuance commitment, and normative commitment had positive and significant influence to nurse's performance (0,275). The more loyal the nurses were to their organization and nursery duties, the better is their performance. Organizational commitment became the most dominant variable that influence nurse's performance with the highest beta-coefficient value.

**Keywords:** motivation, ability, organizational commitment, nurse's performance.