

ABSTRACT

**Analysis of the Influence of Perceived Organizational Support,
Organizational Trust and Work Environment on the Performance of
Tuberculosis Prevention Programs
(Case Studies in Surabaya City Health Centers)**

In 2017, the indicator value of the success rate had value of 85,91% for SR. This value shows that the performance of the Tuberculosis Management Program in Surabaya is still not optimal. This study aims to analyze the effect of perceived organizational support, organizational trust, and work environment for the performance of the Tuberculosis Management Program in Surabaya. This research was conducted analytically using an observational approach. This research was conducted on 28 Public Health in Surabaya which were randomly selected. Data collection in this study was conducted using a questionnaire. The collected data is then analyzed using multiplier linier regression analysis. The results of the descriptive analysis that was carried out explained that the perceptual assessment of the Tuberculosis Management Program Management Team regarding perceived organizational support and work environment in the Public Health in Surabaya was in not good. In addition, the Surabaya Public Health does not yet have enough trust in the Tuberculosis Management Program Management Team to be able to implement the Tuberculosis Management Program properly. The results of the regression analysis show that perceived organizational support, organizational trust, and work environment have an influence on the performance of the Tuberculosis Management Program in Surabaya. This result explains that the optimal support of each Public Health Surabaya by providing a conducive working environment, support, and trust to members of the Tuberculosis Management Program Team, giving confidence to the team will be able to encourage the Tuberculosis Management Program Management Team to work more optimally with an increase in the success rate indicator of Surabaya.

Keywords: Perceived Organizational Support, Organizational Trust, Work Environment, Performance Of The Tuberculosis Management Program.

ABSTRAK

**Analisis Pengaruh *Perceived Organizational Support*, *Organizational Trust*
Dan *Work Environment* Terhadap Kinerja Program Penanggulangan
Tuberkulosis (Studi Kasus Di Puskesmas Kota Surabaya)**

Pada tahun 2017, nilai indikator *success rate* memiliki nilai sebesar sebesar 85,91%. Nilai tersebut menunjukkan bahwa kinerja dari Program Penanggulangan Tuberkulosis di Surabaya masih belum optimal. Penelitian ini bertujuan untuk melakukan analisis pengaruh *perceived organizational support*, *organizational trust*, dan *work environment* terhadap kinerja Program Penanggulangan Tuberkulosis di Surabaya. Penelitian ini dilakukan secara analitik dengan menggunakan pendekatan observasional. Penelitian ini dilakukan terhadap 28 Puskesmas yang terdapat di Kota Surabaya yang dipilih secara acak. Pengumpulan data pada penelitian ini dilakukan dengan menggunakan kuesioner. Data yang telah terkumpul kemudian dianalisis dengan menggunakan analisis regresi linier berganda. Hasil analisis deskriptif yang telah dilakukan menjelaskan bahwa penilaian persepsi dari Tim Pengelola Program Penanggulangan Tuberkulosis mengenai *perceived organizational support* dan *work environment* pada Puskesmas di Kota Surabaya berada pada kategori yang kurang baik. Selain itu, Puskesmas Kota Surabaya belum memiliki kepercayaan yang cukup kepada Tim Pengelola Program Penanggulangan Tuberkulosis untuk dapat melaksanakan Program Penanggulangan Tuberkulosis dengan baik. Pada hasil analisis regresi diketahui bahwa bahwa *perceived organizational support*, *organizational trust*, dan *work environment* memiliki pengaruh terhadap kinerja Program Penanggulangan Tuberkulosis di Kota Surabaya. Hasil ini menerangkan bahwa dukungan yang optimal dari setiap Puskesmas di Kota Surabaya dengan menyediakan lingkungan, dukungan, dan kepercayaan kerja yang kondusif kepada anggota Tim Pengelola Program Penanggulangan Tuberkulosis, memberikan kepercayaan kepada tim akan dapat mendorong Tim Pengelola Program Penanggulangan Tuberkulosis untuk dapat bekerja lebih optimal dengan peningkatan indikator *success rate* di Kota Surabaya.

Kata kunci: *Perceived Organizational Support*, *Organizational Trust*, *Work Environment*, kinerja Program Penanggulangan Tuberkulosis.