ABSTRAK

ANALISIS KEPUASAN KERJA PERAWAT PADA *INTERNAL SERVICE QUALITY* DI RUMAH SAKIT
(Studi RSUD Dr. Soedomo Kabupaten Trenggalek)

Oleh: Mahardika Putri Kaonang

Pendahuluan: Kepuasan kerja merupakan indikator kondisi fisik dan psikologis perawat. Rumah sakit ingin memberikan kualitas layanan terbaik kepada pelanggan eksternal, harus memberikan kualitas pelayanan internal yang baik. Penelitian ini bertujuan untuk menganalisis kepuasan perawat pada *internal service quality* di RSUD Dr. Soedomo Kabupaten Trenggalek. **Metode:** Desain penelitian adalah *cross sectional*. Sampel yaitu 172 perawat. Variabel meliputi karakteristik perawat, *internal service quality*, dan kepuasan kerja perawat. Analisa data menggunakan regresi linier berganda. **Hasil:** Hasil penelitian ini yaitu *tools* ($p = 0,039$; $\beta = 0,146$), *teamwork* ($p = 0,018$; $\beta = 0,185$), *management support* ($p = 0,034$; $\beta = 0,170$), *communication* ($p = 0,001$; $\beta = 0,231$), *reward and recognition* ($p = 0,000$; $\beta = 0,296$) berpengaruh signifikan terhadap kepuasan kerja perawat. *Police and procedures* ($p = 0,427$; $\beta = -0,058$), *goal alignment* ($p = 0,138$; $\beta = -0,105$), *training* ($p = 0,909$; $\beta = -0,009$) tidak berpengaruh terhadap kepuasan kerja. Karakteristik perawat (usia, jenis kelamin, status perkawinan, tingkat pendidikan, masa kerja, dan status kepegawaian) memiliki nilai $p>0,05$, sehingga tidak berpengaruh terhadap kepuasan kerja. Namun ruangan kerja ($p<0,05$) berpengaruh terhadap kepuasan kerja perawat. **Kesimpulan**: *Internal service quality* memiliki pengaruh terhadap kepuasan kerja yaitu *tools, teamwork*, *management support*, *communication*, *rewards and recognition*. Sedangkan *policies and procedures*, *goal alignment*, *training* tidak berpengaruh terhadap kepuasan kerja. Karakteristik perawat yang berpengaruh terhadap kepuasan kerja yaitu ruangan kerja.

Kata Kunci: kepuasan kerja, *internal service quality*, perawat

ABSTRACT

ANALYSIS OF NURSE WORK SATISFACTION IN INTERNAL SERVICE QUALITY IN HOSPITALS
(Study of Dr. Soedomo General Hospital, Trenggalek Regency)

By: Mahardika Putri Kaonang

Introduction: Job satisfaction is an indicator of the physical and psychological condition of nurses. The hospital wants to provide the best quality of service to external customers, it must provide good quality internal service. This study aims to analyze the satisfaction of nurses on internal service quality in Dr. Soedomo Trenggalek Regency. **Method:** The study design was cross-sectional. The sample was 172 nurses. The variables in this study include the characteristics of nurses, internal service quality, and job satisfaction of nurses. Data analysis was multiple linear regression. **Result:** The result of this study was tools ($p = 0.039$; $\beta = 0.146$), teamwork ($p = 0.018$; $\beta = 0.185$), management support ($p = 0.034$; $\beta = 0.170$), communication ($p = 0.001$; $\beta = 0.231$), reward and recognition ($p = 0,000$; $\beta = 0,296$) significantly influence nurse job satisfaction. Police and procedures ($p = 0.427$; $\beta = -0.058$), goal alignment ($p = 0.138$; $\beta = -0.105$), training ($p = 0.909$; $\beta = -0.009$) did not affect job satisfaction. Characteristics of nurses (age, sex, marital status, level of education, years of service, and employment status) had a value of $p > 0.05$, so it did not affect job satisfaction. However, the workspace ($p < 0.05$) affected nurse job satisfaction. **Conclusion:** Internal service quality components that influence satisfaction were tools, teamwork, management support, communication, rewards and recognition. While the components that no influence were policies and procedures, goal alignment, training. The characteristic of nurses that influence job satisfaction was workspaces.

Keywords: job satisfaction, internal service quality, nurse