

## Budaya organisasi, kepuasan kerja dan komitmen dokter spesialis di RSUD kota bekasi./ Ni Made Sumartini

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### Abstrak

Komitmen dokter pada rumah sakit mempengaruhi tingkat kehadiran, produktivitas dan mutu pelayanan di rumah sakit. Waktu dan tenaga yang tidak penuh

diberikan dokter spesialis pada rumah sakit berpengaruh terhadap produktivitas yang kurang optimal.

Tujuan penelitian ini menilai hubungan budaya or-

ganisasi, kepuasan kerja dengan komitmen dokter spesialis. Penelitian ini dilakukan pada 35 responden dokter spesialis dengan menggunakan pengukuran

organizational culture survey Denison, a job satisfaction survey Spector dan organizational commitment Allen & Meyer dengan skala yang dimodifikasi.

Metoda analisis kuantitatif yang digunakan adalah univariat, bivariat dan multivariat. Sumber kepuasan dokter spesialis dengan komitmen yang tinggi adalah

rekan kerja dan pekerjaan. Sumber ketidakpuasan adalah imbalan, promosi, supervisi dan kondisi kerja.

Kepuasan kerja berhubungan dengan komitmen,

tetapi budaya organisasi berupa praktek manajemen tidak berhubungan, karena belum terfokus pada keterlibatan, konsistensi, adaptabilitas dan pengha-

yatan misi dokter spesialis. Dokter spesialis berhubungan dengan praktek manajemen yang terfokus pada konsistensi dan kepuasan imbalan. Komitmen

normatif berhubungan dengan praktek manajemen yang fokus pada penghayatan misi dan kepuasan profesi.

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Physician's commitment has significant relationship with their level of attendances, and their productivity in term of services quality, which will leverage the

total quality of hospital . Objectives of this research are: examining the relationship of organization culture toward physician's commitment; and the relationship of job satisfaction toward the physician's commitment; the relationship of both organization culture and job satisfaction toward physician's commitment.

Method: Respondent for this research are 35. Scale of organizational culture survey Denison, scale of job satisfaction survey Spector, and scale of organizational commitment Allen & Meyer are the measurement tools. The analysis quantitative is performed in univariate, bivariate and multivariate. Results : The

physician has been highly committed to RSUD Bekasi. Physician's satisfaction is influenced by their type of job and the relationship within their professional

colleagues. Their dissatisfaction can be influenced by the lack of benefit and promotion opportunities, and the non-conducive work environment conditions. The

job satisfaction level has significant relationship to organization commitment. Separately, organization commitment does not have significant relationship to organization culture. Organization culture, based on physician opinion, has not yet focused on empowerment; has not been consistent in development of work instruction

and implementation; has not adapted with the change of organization environment; and has a lack of organization's mission understanding. Physician's continuance commitment has a relationship to management practices that focus on consistency and benefit. Physician's normative commitment has a relationship to management practices that focus on organization mission, and their job satisfaction as a physician.