

## Tingkat kepuasan karyawan terhadap sistem imbalan dan faktor pekerjaan di RSB Budi Kemuliaan Jakarta

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### Abstrak

#### <b>ABSTRAK</b>

Pada era tahun 90 sampai saat ini terjadi pergeseran kebutuhan dari doctor oriented menjadi customer oriented. Dengan adanya pergeseran pada pelayanan kesehatan manajemen rumah sakit harus juga merubah menjadi pelayanan kesehatan yang berdasarkan customer oriented. Pelayanan jenis ini memerlukan partisipasi aktif seluruh karyawan sehingga mutlak diperlukan motivasi kerja yang erat hubungannya dengan kepuasan kerja karyawan.

Masalah yang dihadapi dalam meningkatkan motivasi kerja karyawan antara lain sistem imbalan yang berdasarkan peraturan PNS dan adanya model pemberian insentif yang belum mengacu pada fairness.

Penelitian dilaksanakan dengan pendekatan secara kualitatif dan kuantitatif dengan metoda deskriptif analitik dengan rancangan cross sectional. Didapatkan 110 sampel dari total populasi 439 karyawan. Data primer didapat dari angket dan wawancara mendalam, data sekunder dari bagian personalia. Pengolahan data dengan perangkat lunak SPSS versi 7.5 for windows dengan analisis Label silang dua variabel (chi square).

Dari hasil penelitian didapatkan ketidakpuasan responden terhadap sistem imbalan yang dinyatakan oleh lebih dan separuh responden (65.5 %), begitu juga dengan faktor pekerjaan (57.3 %).

Tidak terdapat hubungan bermakna antara karakteristik karyawan dengan faktor pekerjaan. Pada sistem imbalan terdapat hubungan bermakna antara karakteristik karyawan dengan aspek usia, lama bekerja, pekerjaan, pendidikan dan status perkawinan.

Pihak manajemen perlu mengkaji kembali sistem imbalan termasuk premi bidan, perlu dirancang lagi uraian kerja, standar prosedur yang disesuaikan dengan beban kerja, memelihara hubungan antar karyawan / karyawan dengan atasan.

Kepustakaan 32 ( 1973 - 1997 )

#### <hr><i><b>ABSTRACT</b>

Employee Satisfaction on Reward System and Job Factor at Budi Kemuliaan Maternity Hospital Jakarta  
In this globalization era there has been many changes in the health care delivery systems to improve the services quality of health services. The organization has to consider both are internal and external organizational factors. In this situation the organization have to consider the customer-oriented management and also to provide high quality of working life for their members. Essentially, the high quality of working

life in the organization will be reflected through the high employee satisfaction to their job and low rate of employee turnover and absenteeism. Employee job satisfaction is important because satisfaction will directly influence motivation to perform well the work.

At the present time has it reward system and job design model nearly identical with the model of the government hospital. A report from the personnel department note that they observed some employee expressed their dissatisfaction with the existing condition. The management should pay attention seriously to this symptom due to its relation to the employee performance. For this reason, research of employee satisfaction should be conducted to evacuate employee altitude to the existing management system.

A cross sectional study was conducted with 110 samples from 439 population. A questioner was constructed to identify employee satisfaction with existing reward system and existing job factors. Beside an closed ended questioner an in-depth interview was also conducted to validate data gathered from the closed ended questioner. Statistical Package for Social Sciences version 7.5 for windows was utilized to process bi variate analysis.

The result of the study indicated 65,5 % of the employee dissatisfied with the existing reward system and 57,3 % dissatisfied also with job factors. Bivariate analysis indicated the significance difference between employee characteristics with the reward system, but indicated no significance difference between employee characteristics with the job factors.

Based on this study result, it is advices management has to restructure its reward systems especially its incentive for midwife and also to redesign the work load with the new standard operating procedure.

Bibliography 32 ( 1973 - 1997 )</i>