

**PENGARUH INOVASI LAYANAN SINERGI IMIGRASI ANTAR PULAU (SILAU)
TERHADAP KEPUASAN PEGAWAI MELALUI KONDISI KERJA (STUDI KASUS:
KANTOR IMIGRASI KELAS II KABUPATEN KARIMUN)**

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh inovasi layanan Sinergi Imigrasi Antar Pulau (SILAU) terhadap kepuasan pegawai melalui kondisi kerja pada Kantor Imigrasi Kelas II TPI Kabupaten Karimun. Penelitian ini menggunakan pendekatan kuantitatif dengan populasi sebanyak 37 pegawai. Seluruh populasi dijadikan sampel menggunakan teknik sampling jenuh. Pengumpulan data dilakukan melalui penyebaran kuesioner yang telah memenuhi uji validitas dan reliabilitas. Analisis data menggunakan *IBM SPSS Statistics 25* dengan *PROCESS Macro Hayes Model 4* serta metode *bootstrap* sebanyak 5.000 sampel pada tingkat kepercayaan 95%. Hasil penelitian menunjukkan bahwa inovasi layanan SILAU berpengaruh positif dan signifikan terhadap kondisi kerja. Selanjutnya, kondisi kerja berpengaruh positif dan signifikan terhadap kepuasan pegawai. Namun, inovasi layanan SILAU tidak berpengaruh signifikan secara langsung terhadap kepuasan pegawai. Pengujian efek mediasi menunjukkan bahwa kondisi kerja mampu memediasi pengaruh inovasi layanan SILAU terhadap kepuasan pegawai. Hasil tersebut mengindikasikan bahwa implementasi inovasi layanan belum secara langsung meningkatkan kepuasan pegawai, tetapi dapat memberikan dampak positif apabila diikuti dengan perbaikan kondisi kerja. Dengan demikian, kondisi kerja berperan sebagai mekanisme yang menjembatani hubungan antara inovasi layanan dan kepuasan pegawai. Penelitian ini memberikan implikasi bahwa keberhasilan implementasi inovasi pelayanan publik tidak hanya ditentukan oleh kualitas inovasi yang diterapkan, tetapi juga oleh kemampuan organisasi dalam menciptakan kondisi kerja yang aman, nyaman, dan mendukung pelaksanaan tugas sehingga kepuasan pegawai dapat meningkat dan tujuan organisasi dapat tercapai secara optimal.

Kata Kunci: Inovasi Layanan, SILAU, Kondisi Kerja, Kepuasan Pegawai, Mediasi

**THE EFFECT OF INTER-ISLAND IMMIGRATION SYNERGY SERVICE
INNOVATION (SILAU) ON EMPLOYEE SATISFACTION THROUGH
WORKING CONDITIONS (CASE STUDY OF CLASS II IMMIGRATION
OFFICE KARIMUN REGENCY)**

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ABSTRACT

This study aims to analyze the effect of the Inter-Island Immigration Synergy (SILAU) service innovation on employee satisfaction through working conditions at the Class II TPI Immigration Office in Karimun Regency. This study employs a quantitative approach with a population of 37 employees. The entire population was used as the sample using a saturation sampling technique. Data collection was conducted by distributing questionnaires that had passed validity and reliability tests. Data analysis was performed using IBM SPSS Statistics 25 with the PROCESS Macro Hayes Model 4 and the bootstrap method with 5,000 samples at a 95% confidence level. The results indicate that the SILAU service innovation has a positive and significant effect on working conditions. Furthermore, working conditions have a positive and significant effect on employee satisfaction. However, the SILAU service innovation does not have a direct significant effect on employee satisfaction. A mediation analysis revealed that working conditions mediate the effect of the SILAU service innovation on employee satisfaction. These results indicate that the implementation of service innovations has not directly increased employee satisfaction, but can have a positive impact if accompanied by improvements in working conditions. Thus, working conditions serve as a mediating mechanism linking service innovations and employee satisfaction. This study suggests that the successful implementation of public service innovations is determined not only by the quality of the innovations implemented but also by the organization's ability to create safe, comfortable, and supportive working conditions that facilitate task performance, thereby increasing employee satisfaction and enabling the organization to achieve its goals optimally.

Keywords: Service Innovation, SILAU, Working Conditions, Employee Satisfaction, Mediation