

Pengaruh Kinerja Pegawai terhadap Kualitas Pelayanan di RSUD Natuna

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ABSTRAK

Skripsi ini merupakan hasil penelitian mengenai Kinerja Pegawai Terhadap Kualitas Pelayanan di RSUD Kabupaten Natuna. Adapun latar belakang penelitian ini, peneliti menemukan adanya indikasi masalah kinerja pegawai terhadap kualitas pelayanan RSUD. Penelitian ini bertujuan untuk mengukur Kinerja Pegawai Terhadap Kualitas Pelayanan di Rumah Sakit Umum Daerah Kabupaten Natuna. Populasi dalam penelitian ini adalah 78 responden pada RSUD Natuna. Pengambilan sampel dengan teknik jenuh, maka jumlah sampel sebanyak 78 responden. Untuk menganalisis permasalahan di atas, peneliti menggunakan teori Hardiansyah (2011:46) untuk mengukur kualitas pelayanan ada 5 dimensi yaitu; berwujud, kehandalan, ketanggapan, jaminan, empati. Metode penelitian yang digunakan oleh peneliti dalam penelitian skripsi ini adalah metode penelitian kuantitatif. Sedangkan dalam menentukan sampel, peneliti menggunakan rumus slovin. Dalam penelitian ini peneliti menggunakan teknik Analisa data menggunakan kuesioner yang di sebarakan dengan mengujinya melalui uji validasi dan uji reabilitas. Data di analisis menggunakan analisis agresi linier sederhana, termasuk uji T, uji F dan koefisien determinasi. Hasil penelitian menunjukkan bahwa Hasil penelitian secara parsial variabel kinerja pegawai (X) berpengaruh signifikan terhadap variabel kualitas pelayanan (Y). Berdsarkan Uji koefisien determinsi, sekitar 78,8% variabel kualitas pelayanan di pengaruhi oleh variabel kinerja pegawai. Sisanya 21,3% di pengaruhi oleh faktor lainnya yang tidak dijelaskan di dalam penelitian ini. Saran peneliti diharapkan agar pihak Rumah Sakit Umum Daerah, Kabupaten Natuna meningkatkan Kinerja yang dimiliki, agar instansi dapat meningkatkan kualitas pelayanan. Diharapkan agar pihak Rumah Sakit Umum Daerah, Kabupaten Natuna harus memperhatikan kinerja pegawai karena kinerja sangat mempengaruhi kualitas dan juga pelayanan yang dihasilkan oleh pegawai tersebut.

Kata Kunci: kinerja pegawai, kualitas pelayana, RSUD Natuna.

ABSTRACT

This thesis is the result of research on employee performance on service quality at the Natuna District Hospital. As for the background of this study, researchers found indications of employee performance problems on the quality of hospital services. This study aims to measure employee performance on service quality at the Natuna Regency General Hospital. The population in this study were 78 respondents at the Natuna Hospital. Sampling with the saturated technique, the number of samples as many as 78 respondents. To analyze the problems above, the researcher uses Hardiansyah's (2011:46) theory to measure service quality, there are 5 dimensions, namely; tangible, reliability, responsiveness, assurance, empathy. The research method used by the researcher in this thesis research is a quantitative research method. Meanwhile, in determining the sample, the researcher uses the slovin formula. In this study, researchers used data analysis techniques using questionnaires that were distributed by testing them through validation tests and reliability tests. Data were analyzed using simple linear regression analysis, including T test, F test and coefficient of determination. The results showed that the results of the study partially employee performance variables (X) had a significant effect on service quality variables (Y). Based on the coefficient of determination test, about 78.8% of service quality variables are influenced by employee performance variables. The remaining 21.3% was influenced by other factors not described in this study. The researcher's suggestion is that the Regional General Hospital, Natuna Regency improve its performance, so that the agency can improve the quality of service. It is hoped that the Regional General Hospital, Natuna Regency should pay attention to employee performance because performance greatly affects the quality and also the services produced by these employees.

Keywords: employee performance, service quality, Natuna Hospital.