

ABSTRAK

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Judul : Pengaruh Pelatihan Pegawai, Kepuasan Kerja, dan Kompensasi terhadap Kinerja Pegawai di Rumah Sakit “M”

Latar belakang: Kinerja pegawai berperan penting dalam mutu pelayanan kesehatan. Namun, Rumah Sakit “M” Surabaya masih menghadapi stagnasi kinerja, keluhan pasien, dan rendahnya skor pada beberapa unit kerja, sehingga perlu evaluasi faktor-faktor yang mempengaruhinya agar pelayanan lebih optimal.

Tujuan: Penelitian ini bertujuan untuk menganalisis pengaruh pelatihan pegawai, kepuasan kerja, dan kompensasi terhadap kinerja pegawai di Rumah Sakit “M” Surabaya.

Metode: Penelitian ini menggunakan pendekatan kuantitatif dengan desain *cross-sectional*. Analisis data dilakukan melalui analisis univariat, bivariat, dan multivariat. Populasi penelitian adalah seluruh pegawai tetap Rumah Sakit “M”. Sampel penelitian ditentukan dengan rumus Lemeshow, diperoleh minimum 132 responden, kemudian ditambah 30% sehingga total menjadi 172 responden yang diambil secara proporsional dari unit kerja berkinerja rendah.

Hasil: Hasil penelitian menunjukkan bahwa kinerja pegawai secara keseluruhan tergolong cukup, dengan mayoritas penilaian responden berada pada kategori Cukup. Sementara itu, pelatihan dan kepuasan kerja dinilai baik hingga sangat baik, serta kompensasi dinilai baik meskipun masih terdapat penilaian cukup, sehingga menunjukkan adanya ruang perbaikan terutama pada sistem kompensasi dan implementasi faktor-faktor yang mendukung peningkatan kinerja pegawai. Analisis multivariat menunjukkan adanya hubungan positif dan signifikan antara pelatihan, kepuasan kerja, dan kompensasi dengan kinerja pegawai. Dari ketiga faktor tersebut, kompensasi menjadi variabel yang paling berpengaruh terhadap kinerja pegawai di Rumah Sakit “M”.

Rekomendasi: Manajemen Rumah Sakit “M” disarankan untuk memperkuat sistem kompensasi yang kompetitif, menyusun program pelatihan yang sesuai kebutuhan teknis dan non-teknis, menyediakan jalur pengembangan karir yang jelas, serta membangun budaya komunikasi dua arah guna mendorong peningkatan kinerja pegawai.

Kata Kunci: pelatihan, kepuasan kerja, kompensasi, kinerja pegawai

ABSTRACT

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Title : *The Influence of Employee Training, Job Satisfaction, and Compensation on Employee Performance at “M” Hospital*

Background: Employee performance plays a crucial role in determining the quality of healthcare services. However, Hospital “M” in Surabaya is still facing challenges such as stagnant performance, patient complaints, and low performance scores in several units, which indicates the need to evaluate the factors influencing performance in order to achieve optimal healthcare services.

Objective: This study aims to analyze the influence of employee training, job satisfaction, and compensation on employee performance at “M” Hospital in Surabaya.

Methods: This study employed a quantitative approach with a cross-sectional design. Data were analyzed using univariate, bivariate, and multivariate analyses. The research population consists of all permanent employees of Hospital “M”. The sample was determined using the Lemeshow formula, resulting in a minimum of 132 respondents, which was then increased by 30%, bringing the total to 172 respondents proportionally selected from low-performing work units.

Results: The results showed that overall employee performance was classified as moderate, with most respondents rating it as “Fair.” Meanwhile, training and job satisfaction were rated as good to very good, and compensation was rated as good though some respondents rated it as fair, indicating room for improvement, especially in the compensation system and the implementation of factors supporting performance improvement. Multivariate analysis revealed a positive and significant relationship between training, job satisfaction, and compensation with employee performance. Among these three factors, compensation had the strongest influence on employee performance at “M” Hospital.

Recommendations: The management of Hospital “M” is advised to strengthen a competitive compensation system, design training programs tailored to both technical and non-technical needs, establish a clear career development path, and foster a two-way communication culture to enhance employee performance.

Keywords: training, job satisfaction, compensation, employee performance