

## **Analysis Of Employee Satisfaction To Improve The Quality Of Work At Bhayangkara Hospital Tk II Sartika Asih**

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### **Abstract**

*This study aims to determine the analysis of job satisfaction in order to improve the quality of work at BhayangkaraTK II Hospital Sartika Asih Bandung. The research method used is qualitative with a descriptive approach. Data collection techniques used are field observations, literature studies, interviews and questionnaires. The sampling technique used purposive sampling technique with the number of respondents as many as 2 hospital employees. From the research results, it was found that job satisfaction analysis was quite effective on the quality of employee work. However, there are a few problems that arise, including: 1) Supporting facilities that are felt to be dissatisfied will hinder employees in their work and reduce job performance (work results in terms of quality and quantity) will decrease and it could be that an employee cannot carry out their duties in accordance with their responsibilities. the answer given to him. 2) Lack of appreciation for work, where appreciation is very important because it can provide enthusiasm and motivation which can produce quality and accomplished workers. The author provides suggestions for these problems, namely: 1) It is better if the Byangkara Hospital tk II sartika asih Bandung strives to create a database of the number and condition of supporting items such as computers and printers in each room and make submissions to the renmin/ICT subsection if the condition of these items badly damaged, but if the item is still possible it can be used and repaired, you can submit it to the ICT department, 2) As an important part of the institution, employees at BhayangkaraTK II Sartika Asih Bandung Hospital must be able to develop a professional attitude and mentality and know the risks of work so that maintaining work safety. So that the positive image of the hospital towards the environment is formed by itself.*

**Keywords : Employee Satisfaction, Improving, Work Quality**

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## **INTRODUCTION**

According to the Minister of Health of the Republic of Indonesia Regulation Number 4 of 2018, a hospital is a health service institution that provides comprehensive individual health services providing inpatient, outpatient and emergency services (Dhamija et al., 2019). Meanwhile, according to the Regulation of the Minister of Health of the Republic of Indonesia No.1204/Menkes/SK/ A hospital is an organization run by professional medical personnel that is well organized in terms of permanent medical infrastructure, medical services, continuous nursing care, diagnosis and treatment of diseases suffered by patients. The era of globalization cannot be avoided so a wise and wise attitude is needed. Even though in the World Trade Organization (WTO) strategy in 2010 Indonesia will only allow foreign doctors to practice in Indonesia, the Association of Southeast Asian Nations (ASEAN) agreed that in 2008 it will open it up to health workers, for this reason all those who work in the health sector must work proportionally and always based on the interests of the patient (Badrianto et al., 2020).

Meanwhile, the quality of service uses the resources available at the hospital according to the code of ethics that has been established efficiently and effectively in an effort to fulfill health status so that patients feel safe and satisfied. Patient satisfaction does not only come from improving physical environmental facilities, but there are efforts to provide satisfaction to patients, especially in the interaction process between patients and staff in providing health services (Wahyudi, 2018).

The community service industry is also inseparable from competition between actors, namely hospitals. Various existing hospitals seek to gain public trust by presenting efficient and quality services. Regional public hospitals are one part of the existing service industry, unfortunately the image of regional hospitals in the eyes of the public is not good compared to private hospital health services. Hospitals have various types of health services that can be prioritized to maintain patient loyalty. One type of health service in the hospital is outpatient services (Pang & Lu, 2018).

Nowadays, outpatient services are the main concern of hospital management, because the number of outpatients is greater than for other treatments (Hewagama et al., 2019). Outpatient services are a promising market share and can generate profits financial for hospitals (TaHERI et al., 2020a). Competition has become increasingly fierce lately, requiring service providers to always pamper customers by providing the best service (TaHERI et al., 2020b).

However, in practice it is not easy, so the success of an organization is greatly influenced by the performance of its employees and support from all aspects of the organization. Likewise with employee satisfaction, which is an individual's general attitude towards his job, someone with a high level of job satisfaction shows a positive attitude towards the job, someone who is dissatisfied with his job shows a negative attitude towards the job (Pieters, 2018).

The scope of human resource management generally discusses matters related to humanity, including employee job satisfaction. Employee job satisfaction is a factor that is considered important, because it can influence the running of the organization as a whole (Soto-Rubio et al., 2020). The satisfaction felt by employees at work is an indication that employees feel happy in carrying out their work duties (Kong et al., 2018).

Job satisfaction is also an employee's positive attitude towards various situations at work. For organizations, employee job satisfaction must receive attention and fulfilling this is primarily the task of organizational leaders. For employees, job satisfaction is an individual factor and a means to achieve work productivity. So in the scope of human resource management, the job satisfaction factor provides benefits for both the organization/company, employees, and even society (Lu et al., 2019).

Job satisfaction for an employee is a very important factor because the satisfaction he gets will also determine a positive attitude towards work (Arif et al., 2019). Feelings of satisfaction at work can have a positive impact on behavior and the surrounding environment, for example the level of discipline and work enthusiasm tends to increase (Kocman & Weber, 2018). Job satisfaction is also related to outcomes such as performance, so that if job satisfaction is higher it will create enthusiasm for work. In this way, it will be easier for someone to achieve high performance (De Simone et al., 2018).

According to Tiffin (in Jamal Ali & Anwar, 2021) states that job satisfaction is closely related to a person's attitude towards his own work, because the higher a person's level of job satisfaction will be reflected in a positive work attitude. This does not mean that what existing employees are currently doing is negative (Meng & Berger, 2019). On the other hand, job dissatisfaction will lead to negative work attitudes. Positive and negative a person's work attitude follows the level of perceived job satisfaction (Geisler et al., 2019).

Employee satisfaction is expected to influence work performance. With a high level of satisfaction, the ability and performance in terms of willingness to work will also be high. On the other hand, it will only be a problem if the level of satisfaction is low because it will really interfere with work, such as being lazy, undisciplined and unproductive (Ramli, 2019). So the employee only has high interest but very poor ability to work (Sabuhari et al., 2020).

Based on the description above, it explains how important satisfaction is for employees in order to improve the quality of work in hospitals, so the author is interested in conducting research with the title *Analysis Of Employee Satisfaction To Improve The Quality Of Work At*

Bhayangkara Tk Ii Sartika Asih Bandung Hospital (Sudiardhita et al., 2018). Main Problems in research Based on the background above, the main problems in this research are :

1. How is employee satisfaction at Bhayangkara TK II Sartika Asih Bandung Hospital?
2. What is the quality of work at Bhayangkara Tk II Sartika Asih Hospital in Bandung?
3. How to analyze employee satisfaction to improve the quality of work at Bhayangkara TK II Sartika Asih Bandung Hospital?
4. What problems arise in employee satisfaction in order to improve the quality of work at Bhayangkara TK II Sartika Asih Bandung Hospital?
5. What efforts are being made to deal with problems related to employee satisfaction in order to improve the quality of work at Bhayangkara TK II Sartika Asih Bandung Hospital?

Special purpose

1. Find out how satisfied employees are at Bhayangkara TK II Sartika Asih Bandung Hospital?
2. Do you know what the quality of work is like at Bhayangkara Tk II Sartika Asih Bandung Hospital?
3. Find out how employee satisfaction affects improving the quality of work at Bhayangkara TK II Sartika Asih Bandung Hospital?

Knowing how to improve the quality of work at Bhayangkara TK II Sartika Asih Bandung Hospital? Do you know how to handle the problem of employee satisfaction for the quality of work at Bhayangkara TK II Sartika Asih Bandung Hospital

## RESEARCH METHODS

In this research, the author used several methods to collect data, namely:

1. Observation
2. Interview
3. Questionnaire
4. Literature review

### Population

According to Sugiyono (in Boamah et al., 2018), population is a generalization area consisting of: objects or subjects that have certain quantities and characteristics set by researchers to study and then draw conclusions. The population in this study consisted of 2 (two) Public Relations employees at Pindad Bandung General Hospital, 2011 and 2017 periods

### Sample

The sample is part of the number and characteristics possessed by the population, or a small part of the population members taken according to certain procedures so that they can represent the population (Ogbonnaya & Valizade, 2018).

### Sampling Techniques

The sampling technique is also known as the sampling technique. Sampling techniques can basically be grouped into 2 (two) types, namely probability sampling and non-probability sampling (Madigan & Kim, 2021). In this study the authors used the Purposive Sampling technique, according to Sugiyono (2018), namely the technique of taking data sources with certain considerations. These certain considerations, for example the person who is considered to know best about what we expect, or maybe he is the ruler so that it will make it easier for researchers to explore the social object/situation under study. The samples in this study were 2 (two) hospital employees (Kim et al., 2018)

## RESULT AND DISCUSSION

### Results and Discussion

While conducting research observations at Byangkara Hospital Tk II Sartika Asih Bandung, the authors carried out data collection techniques by observation, interviews and questionnaires with the main target being employees of the Byangkara Hospital Tk II Sartika Asih Bandung .

In this research, it was conducted at Bhayangkara tk II Sartika Asih Hospital, Bandung. In this study, the subjects were two employees who had opinions about job satisfaction and quality. The physical work environment is the physical condition that is around which affects employee performance. Sumartono and Sugito (2020) state that what is meant by the physical work environment is the physical conditions in the Company around the workplace such as air circulation, wall color, security, space for movement and others. whereas according to Mangkunegara (in Hantula, 2018) argues that the physical work environment is all aspects of the physical work, work psychology and work regulations that can affect job satisfaction and achievement of work productivity. While the non-physical work environment is another condition of the physical work environment such as the relationship between employees that can affect employee performance (Scanlan & Still, 2019). The non-physical work environment is all the circumstances that occur related to work relationships, both relationships with superiors and relationships among co-workers, or relationships with subordinates. Non-physical work environment is employee communication, relationships with superiors and so on". Meanwhile Ahyari (1999:126) explains that "Another factor in the work environment in the company that also cannot be ignored is the employee relations within the company concerned". From the statement above it can be strengthened the results of interviews with informant 1, stated that "Sense of security and comfort as well as sufficient income" (Belwalkar et al., 2018). Apart from feeling safe and comfortable, the source also stated that. The salary or income earned is the goal for a worker to meet needs. With a sense of comfort and fulfillment of needs will trigger enthusiasm for work in collaborating with employees in other fields and try new things, so that it will be easier when employees do work outside their core work.

So in the process of achieving work performance, of course it will not run smoothly and there will be several work challenges that must be passed by employees. So that's employee must be able to face challenges that can later hinder work and trigger reduced enthusiasm for work. From the statement above, the results of the interview with informant 1 can be strengthened as follows: "In every job there will always be obstacles or challenges, but I have a way to deal with them, namely by always working according to applicable company regulations and not hesitate to always ask superiors or other employees who know better if they don't know, in collaborating I do it with a sense of responsibility". if employees have many relationships and have good relationships with other employees, there will be cooperation between employees without reducing their respective responsibilities or jobdesk.

Mangkunegara (2011) defines work quality as a measure of how well an employee is doing what he is supposed to do. But in every job there are always obstacles, it can be in the change of arrangements that are too frequent, lack of co-workers and others, so that the work is no longer effective. From the statement above, it can be strengthened by the results of the interview Informant 2 stated that "Factors supporting the realization of quality work are a workplace that has a clear work structure and a workplace that feels comfortable and works in groups or teams that are healthy and productive. But at work it doesn't always run smoothly, every job there are always constraints causing factors one of which is supporting facilities and appreciation of work. So that when working there are always obstacles that reduce effectiveness at work (Stamolampros, Korfiatis, Chalvatzis, & Buhalis, 2019). Time and effort are needed to carry out

work planning effectively. The energy in question is related to the physical and mental aspects of individuals or groups involved in a job or activity. If both do not support all work planning, then the activity will not run effectively.

From the statement above, the results of interviews with informant 2 can be strengthened as follows: "Being on time at work is an obligation that must be followed by all employees and if not being on time is part of a violation. So we, as employees, are always on time at work and able to achieve the targets given. Because it is part of the work discipline. After all the work is going well, then when we have free time we do things/work outside the routine." . Because of this, to find out employee satisfaction, data collection uses the Google form, with the aim of accelerating data collection, and for paper efficiency (Papperless).

As of now, the number of RSBSA personnel is 505 personnel. From this population.

**Table 1. Population and Sample**

Populasi (N)	Sampel (n)	Populasi (N)	Sampel (n)	Populasi (N)	Sampel (n)
10	10	230	140	1.300	291
15	14	230	144	1.300	297
20	19	240	148	1.400	302
25	24	250	152	1.500	306
30	28	260	155	1.600	310
35	32	270	159	1.700	313
40	36	280	162	1.800	317
45	40	290	165	1.900	320
50	44	300	169	2.000	322
55	48	320	175	2.200	327
60	52	340	181	2.400	331
65	56	360	186	2.600	335
70	59	380	191	2.800	338
75	63	400	196	3.000	341
80	66	420	201	3.500	346
85	70	440	205	4.000	351
90	73	460	210	4.500	354
95	76	480	214	5.000	357
100	80	500	217	6.000	361
110	86	550	228	7.000	364
120	92	600	234	8.000	367
130	97	650	242	9.000	368
140	103	700	248	10.000	370
150	108	750	254	1.5000	375
160	113	800	260	2.0000	377
170	118	850	265	3.0000	379
180	123	900	269	4.0000	380
190	127	950	274	5.0000	381
200	132	1.000	278	7.5000	382
210	136	1.100	285	10.0000	384

Sampling was carried out, based on statistical calculations, a sampling of 505 people was a minimum of 217 people.

**Table 2. Value Results**

No.	Elements Of Assessment	IKP/ELEMENTS	MARK
U1	The Workplace Feels Comfortable	86.52	B
U2	The Workplace Has A Clear Work Structure	83.64	B
U3	Opportunity To Innovate	80.76	B
U4	Detailed Assignments	81.45	B
U5	Quality In Work	84.79	B
U6	Work In A Group/Team	85.25	B
U7	Appropriate Rights	79.84	B
U8	Work According To Procedure	85.48	B
U9	Opportunity To Use Skills	85.71	B
U10	Appreciation Of The Job	77,19	B
U11	Supporting Facilities	76,15	C
U12	Co-Workers Are Able To Listen To Opinions To Solve A Problem	82,60	B
U13	Maximizing Abilities At Work	85.02	B
U14	Achieve The Given Target	82,60	B
U15	Work On Time	87.56	B
	Amount	1244.59	
	Work On Time	82,972	B

Category: Good

Internal Satisfaction:

1. (Very good) : 88.31 - 100.00
2. (Good): 76.61 - 88.30
3. (Not good): 66.00 - 76.60
4. (Not good): 25.00 – 64.99.

The elements from lowest to highest are as follows:

**Table 3. The Elements From Lowest To Highest**

No	ELEMENTS OF ASSESSMENT	IKP/ELEMENTS	MARK
1	Supporting Facilities	76.15	C
2	Appreciation Of The Job	77,19	B
3	Appropriate Rights	79,84	B
4	Opportunity To Innovate	80,76	B
5	Assigned Job	81.45	B
6	Co-Workers Are Able To Listen To Opinions To Solve A Problem	82,60	B
7	Achieve The Target Given	82,60	B
8	The Workplace Has A Clear Work Structure	83,64	B
9	Quality In Work	84.79	B
10	Maximizing Abilities At Work	85.02	B
11	Work In A Group/Team	85.25	B
12	Work According To Procedure	85.48	B
13	Opportunity To Use Skills	85.71	B
14	The Workplace Feels Comfortable	86.52	B
15	Work On Time	87.56	B

## CONCLUSION

Based on the results of research conducted by the author during observation at Byangkara Hospital Tk II Sartika Asih Bandung, the authors conclude that:

1. Supporting facilities that feel unsatisfied will hinder employees from working and reduce work quality performance which will of course be detrimental to the company itself
2. Lack of appreciation for work where appreciation is very important because it can describe enthusiasm and motivation that can produce quality and accomplished workers.

Therefore the author has suggestions that can be done as follows:

- a. The Byangkara TK II Sartika Asih Bandung Hospital is trying to create a database of the number and condition of supporting items such as computers and printers in each room and make a request to the Renmin/ICT subsection if the condition of the item is seriously damaged, but if the item is still possible it can be used. and corrected submitted to the ICT section.
- b. The Hospital has made provisions to give appreciation to APEL's diligent performance achievements

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