



Assessment of Employee Satisfaction in A Public Hospital

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ABSTRACT

Background: RSUD dr. H. Soewondo Kendal is a Type B owned by the Kendal Regency Government. They strive to pay attention to the satisfaction of hospital staff, both medical and non-medical staff. The right leadership style, supervision, compensation, work environment, promotion and supervision directly impact employee job satisfaction and performance.

Purpose: Analyze the suitability between internal customer expectations and satisfaction

Methods: a survey that is descriptive and with a quantitative - qualitative approach. The time approach used is cross-sectional.

Results: Employee satisfaction with compensation received in 2019 was 67.77%. In 2020 it increased by 79.5% 2021 decreased to 72.7%. Employee satisfaction with promotional opportunities in 2019 was 75.33%. In 2020 it increased to 86%, and on 2021 it decreased to 76%. The survey used Importance-Performance Analysis for 2019, 2020, and 2021. The satisfaction index variables that became the priority to improve were Compensation and promotion opportunities because, for 3 consecutive years, it was in quadrant I. The variable that needs to be maintained is supervision by the superior because it is in quadrant II.

Conclusion: Employee satisfaction assessment shows that the components of the employee satisfaction index have mostly shown satisfied but must still be improved, especially compensation and promotion opportunities, while what needs to be maintained is supervision

Keywords: *Employee Satisfaction; Hospital; Job Satisfaction*