

ABSTRAK

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Program Studi : Administrasi Publik
Judul Skripsi : Pengaruh Kinerja Pegawai Terhadap Kepuasan Masyarakat di Puskesmas Jurangmangu Kota Tangerang Selatan

Puskesmas Jurangmangu merupakan salah satu fasilitas kesehatan di Kota Tangerang Selatan. Adanya beberapa masalah dalam pelayanan di puskesmas seperti pemenuhan akan kebutuhan kesehatan masyarakat masih kurang optimal pada penerapan budaya senyum, sapa, salam, keramahan serta melayani dengan sepenuh hati kepada setiap masyarakat. Penelitian ini bertujuan untuk mengetahui pengaruh kinerja pegawai terhadap kepuasan masyarakat di Puskesmas Jurangmangu Kota Tangerang Selatan. Kinerja pegawai (variabel X) menggunakan teori T.R. Michel dengan indikator kinerja pegawai meliputi kualitas pelayanan, komunikasi, kecepatan, kemampuan dan penyelesaian masalah. Sedangkan kepuasan masyarakat (variabel Y) menggunakan teori J. Supranto, M.A meliputi keberadaan pelayanan, ketanggapan pelayanan, jangka waktu pelayanan, dan profesionalisme pelayanan. Jenis penelitian ini deskriptif kuantitatif, teknik pengumpulan data kuesioner, kepustakaan dan observasi. Teknik analisis data berupa deskriptif dan teknik analisis regresi linear sederhana. Metode pengambilan sampel yang digunakan adalah nonprobability sampling dengan menggunakan teknik sampling jenuh sebanyak 78 sampel. Variable kinerja pegawai memperoleh nilai rata-rata sebesar 3,80 atau dalam kondisi baik, nilai rata-rata terbesar ada pada indikator komunikasi sebesar 4,56 dan terkecil ada pada indikator penyelesaian masalah sebesar 3,06. Sedangkan variable kepuasan masyarakat memperoleh nilai rata-rata sebesar 4,36 atau dalam kondisi baik, nilai rata-rata terbesar ada pada indikator ketanggapan pelayanan sebesar 3,86 dan terkecil ada pada indikator profesionalisme pelayanan masalah sebesar 3,06. Kinerja pegawai berpengaruh terhadap kepuasan masyarakat di Puskesmas Jurangmangu sebesar 93% kontribusi kinerja pegawai terhadap perubahan kepuasan masyarakat. Adapun sisanya, yaitu sebesar 7%, merupakan pengaruh faktor lain yang tidak diuji dalam penelitian ini.

Kata kunci : Pengaruh, Kinerja Pegawai, Kepuasan Masyarakat, Puskesmas
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ABSTRACT

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Study Program : Public Administration
Title of Description : *The Effect of Employee Performance on Satisfaction Community at the Jurangmangu Health Center South Tangerang City*

Jurangmangu Health Center is one of the health facilities in South Tangerang City. There are several problems in services at puskesmas such as meeting public health needs are still not optimal in implementing the culture of smiles, greetings, greetings, hospitality and serving wholeheartedly to each community. This study aims to determine the effect of employee performance on community satisfaction at the Jurangmangu Health Center, South Tangerang City. Employee performance (variable X) uses T.R. Michel's theory with employee performance indicators including service quality, communication, speed, ability and problem solving. While community satisfaction (variable Y) using the theory of J. Supranto, M.A includes the existence of service, service responsiveness, service duration, and service professionalism. This type of research is descriptive quantitative, questionnaire data collection techniques, literature and observation. Data analysis techniques in the form of descriptive and simple linear regression analysis techniques. The sampling method used is nonprobability sampling using a saturated sampling technique of 78 samples. The employee performance variable obtained an average value of 3.80 or in good condition, the largest average value was on the communication indicator of 4.56 and the smallest was on the problemsolving indicator of 3.06. While the community satisfaction variable obtained an average value of 4.36 or in good condition, the largest average score was on the service responsiveness indicator of 3.86 and the smallest was on the problem service professionalism indicator of 3.06. Employee performance affects community satisfaction at Jurangmangu Health Center by 93% of employee performance contribution to changes in community satisfaction. The remaining 7% was influenced by other factors not tested in the study.

Keywords : *Influence, Employee Performance, Community Satisfaction, Public Health Center*
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